



JOB DESCRIPTION

Job Title: Customer Experience Representative

Primary Focus:

Provide exceptional, courteous and professional service by assisting customers with a variety of functions including, membership registration, program registration, facility bookings, and phone, e-mail, and internet inquiries. The CER actively promotes the TransAlta Tri Leisure Centre's services by identifying customer needs, recognizing moments of opportunity, providing value-added advice, and providing the appropriate solution to meet the customer requests.

Specific Accountabilities:

- Develops and fosters customer relationships through professional, courteous, and efficient service for all basic customer service requests by means such as phone, e-mail or in person.
- Ensures the efficient and accurate completion of all basics customer transaction requests such as membership sales and program registration.
- Monitors membership card check in procedures.
- Processes cash sales according to current policies, ensuring accurate and efficient balancing of cash and terminal. May include payment for registrations, memberships, and where applicable facility invoices.
- Resolves customer inquiries, concerns, and complaints either directly or by referring to another staff member as required.
- Utilizes effective listening and communication skills to identify "Problems/Needs/Opportunities".
- Enters and retrieves information from various established databases.
- Dispatches Tri Leisure employees and provides information to patrons during emergencies.
- Performs other related duties and responsibilities as required.

Competencies/Skill-Sets Required:

- Exceptional and consistent customer service focus (internal and external).
- Strong written and verbal communication skills, listening skills, ability to ask questions.
- Independent decision-making, problem solving, conflict resolution and analytical skills.
- Accurate and efficient under pressure, organized and accountable.
- Collaborative teamwork and positive energy.
- Continuous learning, information retention and computer literacy.
- Knowledge and understanding of Occupational Health and Safety.
- Ability to multi-task while distracted.

Designations/Training required/Prerequisites:

- High School, post-secondary preferred.
- Previous customer service experience.
- Highly developed interpersonal skills to interact with others in an effective manner.
- Proficiency in the use of MS Word, Excel, CLASS, email and experience with the Internet.
- Standard First Aid/CPR C and AED is required.
- A flexible weekly schedule, with evenings and weekends, consistently required.
- Criminal record check and Child Welfare Check is required.

Recruits From:

- Internal or External candidates with customer service experience

Career Progression:

- Customer Experience Coordinator

Reports To:

- Customer Experience Supervisor

Direct Reports:

- Nil