

NEW full-time position available on our team!



Seeking Unique Blend of Administrative Strengths and Dynamic Personality!

NOW HIRING: WELCOME DESK REPRESENTATIVE – Full-time, Permanent Position

Position Title: Welcome Desk Representative (AKA “The Face of the RECC”)
Reports To: User Experience Manager
Position Length: Full-time; Permanent – 30-40 hrs weekly
Start Date: May 1, 2018

Position Summary

If you shine in the world of customer service, could genuinely sell the benefits of pursuing health and wellness through RECC membership, excel in administration, and are committed to working varied shifts in order to meet the needs of the business, this job could be for you!

As front line customer service staff, Welcome Desk Reps (WDRs) must ensure that members and guests receive a warm, genuine welcome to the RECC, providing exceptional customer service both face to face and via phone/email to internal and external clients. WDRs passionately promote products and services of the RECC, and are key players in growing the RECC business. WDRs also serve internal staff, acting as a direct line of communication between RECC departments and the public. In many ways, WDRs are the face of the RECC!

Qualifications & Requirements

- Minimum of two (2) years’ administrative experience
- Minimum of two (2) years’ experience in a front line customer service position
- Minimum of one (1) year experience in sales
- Computer savvy with proven ability to quickly learn new software programs
- Exceptional communication skills with experience in conflict resolution and de-escalation of customer complaints
- Strong interpersonal skills; capable of being friendly and outgoing, while still maintaining all professional boundaries
- Impeccable attention to detail, with strong organizational skills and ability to manage competing priorities
- Knowledgeable about sales techniques, including upselling
- Experienced in handling large amounts of money through cash and electronic transactions
- CPR/First Aid certification or willingness to obtain

Duties and responsibilities will include, but are not limited to:

- Proactively seek opportunities to promote the programs, services, events, mission, and vision of the RECC
- Facilitate exceptional customer service interactions while providing knowledgeable information to members, guests, and staff
- Develop strong product knowledge and ability to deliver all pertinent information requested by members and potential clients
- Facilitate efficient and effective flow of information between all RECC departments and members/visitors
- Process payment for registrations, ticket sales, memberships, POS item sales, and other financial transactions
- Administrative tasks including phone calls, registrations, data entry, complaint resolution, cash balancing, etc.

Current Criminal Record and Child Abuse Registry checks are mandatory as a condition of RECC employment and must be presented before shifts can begin.

Wages: \$12-\$14/hr, dependent on previous experience and level of training/certifications

Access to the RECC Benefits Plan

2 Weeks Vacation Annually

Family membership to the RECC

*We welcome resumes from all qualified applicants, however, only those selected for an interview will be contacted.
Applications must be submitted to tfifield@ratheastlinkcc.ca before end of day Tuesday, April 10, 2018*