

## **CUSTOMER RELATIONS CLERK 1**

(Casual)

The Municipality of North Cowichan (population 31,900) is located in the beautiful Cowichan Valley on Southern Vancouver Island, between Nanaimo and Victoria. Our communities of Chemainus, Crofton, Maple Bay and the South End, are home to a multitude of artistic, cultural and outdoor recreational activities. The Municipality provides a stable and varied work environment, competitive pay and benefits.


The Municipality of North Cowichan invites applications from candidates with the proven skills, qualifications and abilities for the position of Customer Relations Clerk 1 on a **casual basis**. If you are self-motivated, looking to take on a new challenge where you can make a difference, enjoy both responsibility and accountability with one of British Columbia's most inclusive and environmentally conscious municipalities, we look forward to receiving your application!

The successful candidate will operate the front desk at either the Cowichan Aquatic Centre or Fuller Lake Arena. They will be integral to the day-to-day delivery and operation of the front desk and reception area of these facilities, along with supporting the evaluation and on-going development of all programs and services for the complex. The hours of work will include weekends, evenings and shift work. Deployment to other duties may be required from time to time.

### Required Skills, Qualifications and Abilities:

1. Completion of Grade 12.
2. A minimum keyboard speed of 40 wpm is required. Proof of typing speed or assessment results from the last 24 months must be included with your application. If you require information on where to obtain a typing/ keyboarding speed test, please contact [yourhr@northcowichan.ca](mailto:yourhr@northcowichan.ca).
3. Possession and maintenance of a valid Class 5 B.C. Driver's Licence; a satisfactory current driver's abstract will be required.
4. Superior skills and abilities related to the delivery of customer service, communication (oral, written and non-verbal), public relations and problem solving.
5. Demonstrable skills in a Windows-driven network system, including Microsoft Office programs (e.g. Word, Excel, Outlook). Experience in using Perfect Mind software will be preferred.
6. Demonstrable proficiency in desktop publishing preferably using Adobe InDesign.
7. Demonstrable proficiency in social media, including creation of content in Hootsuite.
8. Sound knowledge of basic accounting principles and ability to accurately complete financial transactions.
9. Sound knowledge of facilities, programs, services and schedules.
10. Good independence of judgment, and capability of working under minimal supervision recognizing and addressing liability risks.
11. Working knowledge of and commitment to WorkSafeBC regulations and safety procedures and other related regulatory requirements as related to the safe operation of an aquatic and fitness facility.
12. Demonstrable ability to adapt quickly, effectively prioritize and accurately complete a variety of tasks.
13. Demonstrable ability to operate office equipment.
14. The position may be physically demanding; candidate must be able to successfully perform all duties associated with the position. A medical certificate attesting to suitability for this position may be required.

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This is a unionized position (CUPE Local 358) and the collective agreement may be viewed on our website.

Candidates being considered will be required to undergo a comprehensive evaluation of skills, qualifications, and abilities. This position has responsibility for vulnerable persons and will therefore be required to undergo a Vulnerable Sector screening check, in addition to a Police Information Check, if an offer of employment is made.

**To Apply:**

Visit the Municipality of North Cowichan Career Portal at [www.northcowichan.ca/jobs](http://www.northcowichan.ca/jobs) to apply for this position.

Please note that all candidates must apply via the Career Portal; we do not accept resumes via email or hard copy.

**Application Deadline:**

4:30 p.m. Wednesday, December 7, 2022

