

## **Job description**

### **Customer Service/Facilities Representative (Part-time Casual)**

McKenzie Towne Council (MTC) owns, maintains, and manages amenities in the community. It is a private, not-for-profit Residents' Association that sets a desired course for the McKenzie Towne Hall and other shared amenities, to ensure their long-term stability. McKenzie Towne Hall is a central amenity that offers a versatile space for recreation activities, meetings, events, and rental space. The 16,000 sq. ft. building boasts a 125-seating capacity Banquet Hall and a gymnasium, excellent for floor hockey, basketball, and large events. It is our intent to be Calgary's finest community where people live, work and play.

### **Description:**

The Customer Service/Facilities Representatives are responsible for the day-to-day security and enforcement of the rules and regulations for the McKenzie Towne Hall and other areas under the umbrella of McKenzie Towne Council. This is an evening and weekends position.

### **Reporting:**

The Customer Service Representative reports directly to the Facilities Coordinator and are responsible for the areas outlined herein, and sundry duties as assigned.

### **Duties:**

Without limiting the generality of the foregoing, the Customer Service Representatives are responsible for performing the following tasks:

- Complete the appropriate forms regarding facility and grounds usage, and guest sign in
- Enforce all McKenzie Towne Hall rules and regulations
- Provide friendly and courteous customer service and information. Support staff for rentals and program users
- Set up and take down of tables and chairs for rentals and events
- Assist with the clean-up of programs, moving of exercise equipment, rentals, and special events. Show facility to customers.
- Opening and Closing of the Towne Hall as required
- Ensure that the Towne Hall is secured at closing, (i.e., all doors locked and building alarm set)
- Ensure that the Towne Hall is kept clean and maintained (washrooms, hallways, kitchen, gym, garbage, recycling, minor snow removal/salting/sanding steps on parking lot side of facility), etc.
- Supports all administrative staff in the offices as required

**Qualifications:**

- Possess a general knowledge of office administrative/clerical functions
- Time management skills and ability to handle multiple priorities/tasks
- Exceptional customer service, communication, and problem-solving skills
- The ability to work flexible hours in a fast-paced team-oriented environment
- Previous computer and cash handling experience
- Be physically fit and able to lift at least 60 lbs
- Experience working in customer service, community recreation or hospitality is an asset
- Bondable
- Standard CPR and First Aid Training would be an asset

Job Type: Part-time Casual