

## **Customer Service Representative Job Description**

**JOB TITLE:** Customer Service Representative  
**STATUS:** Non-Exempt  
**DEPARTMENT:** Marketing  
**LOCATION:** Rocky View County, Alberta, Canada  
**REPORTS TO:** Marketing Manager

### **SUMMARY**

This position is responsible for greeting and welcoming guests to Century. Primary duties of this position are to promote and implement Century Marketing events and promotions, and to provide above and beyond customer service.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Other duties may be assigned.

1. Assertively enroll patrons in the Century Winner's Zone Loyalty program.
2. Communicate to patrons the advantages and marketing promotions regarding the Winner's Zone program.
3. Communicate upcoming Marketing promotions to patrons.
4. Enter new Winner's Zone members into the Assure ID software program to produce Winner's Zone cards and enter members into database.
5. Assists with the execution of marketing promotions.
6. Data input for customer tracking system, Winner's Zone point analysis and promotional gifts.
7. Provide all aspects of customer service to patrons and staff.
8. Answer telephones for guest services.
9. Responsible for inventory of Century assets at open and close of shift.
10. Process lottery and merchandise cashier transactions.
11. Redeem Century coupons.
12. Assists with Multi-Purpose Room/ event execution: set up Multi-Purpose Room (chairs, tables), inform patrons of event hours, answer customer inquiries, maintain coat check, confirm patron count and maintain merchandise.
13. Greets guests as they enter.
14. Runs, stocks and maintains Kiosk.
15. Handles cash transactions.
16. Enters promo items and coupons as per house policies and procedures.
17. Assists on the floor as required: cleans and assists customers.
18. Responds to and resolves guest issues or escalates as required.

### **SUPERVISORY RESPONSIBILITIES**

None

### **QUALIFICATIONS**

Proficient skills in Microsoft Office 2000 (Word, Excel) and MS Outlook.

Strong interpersonal/soft skills

Must possess unsurpassed excellence in customer service

Punctual work ethic

Accurate cash handling skills and documentation

Ability to tactfully and diplomatically deal with the public and Century staff

Ability to work with ticketing computers and other databases

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Organizational skills and attention to detail  
Demonstrated ability to prioritize workload  
Excellent communication skills; both written and verbal  
Computer literacy in MS Office: POS experience  
Minimum 6 months host/hostess experience  
Previous Customer Service and cash handling experience preferred.

### **EDUCATION and/or EXPERIENCE**

Grade 10 education or suitable combination of education and experience

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Lotto

### **LANGUAGE SKILLS**

Ability to effectively communicate in one-on-one, small group, and large group settings.

### **MATHEMATICAL SKILLS**

Basic Math skills are required.

### **REASONING ABILITY**

Takes actions, makes recommendations, beyond the scope of essential duties, which may impact other departments.

### **OTHER SKILLS AND ABILITIES**

Basic Computer Skills Preferred

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and use hands to handle, or feel objects, tools or controls. The employee is occasionally required to reach with hands and arms, and to sit, climb or balance, and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential duties require lifting 50 or more pounds; and working a standard workweek with additional hours on a routine basis.

### **WORK ENVIRONMENT**

Essential duties involve working with large numbers of people while primarily in an inside environment, which is frequently loud or containing high noise levels.

### **MATERIALS AND EQUIPMENT DIRECTLY USED**

General office equipment is also used, including computers, fax machines, photocopiers and scanners.