**Job Title:** Lead Customer Service Representative (LCSR)  
**Reports to:** Executive Assistant of DCC  
**Location:** Dakota Community Centre Main Reception Desk (located in Dakota Fieldhouse)  
**Hours:** full time Mon.-Friday – (but could include some evenings weekends for training purposes)  
**Salary:** TBD

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**Summary**

The Dakota Community Centre – Jonathan Toews Sportsplex is located in south St. Vital in Winnipeg. As a result of the continued growth of the Centre, Dakota CC is looking to hire a full time Lead Customer Service Representative who thrives on client-first service and working with people of all ages and abilities.

As the LCSR, you will be responsible for the day-to-day operation of the main reception area for the Centre, located in the Dakota Fieldhouse. You will also be responsible for scheduling and training part-time staff to fulfill the Customer Service Role during evenings and weekends. The role also includes working with Volunteers and making sure they are familiar with their role in assisting with customer service, when required.

Reporting to the Executive Assistant for DCC, the LCSR will oversee and be responsible for the provision of reception and services required to support and assist the customers of Dakota CC. Duties include, but are not limited to, client interactions both in-person and by phone, sharing information on programs and services, processing program and membership registrations, assisting with hiring of part-time CSR staff, staff scheduling, training and performance management, as well as processing payments and general reception duties.

The Lead Customer Service Representative position will appeal to someone who is friendly, self-motivated, an exceptional team player, adaptable, reliable and client-focused.

**Key Roles and Responsibilities**

- Operate and oversee the main reception desk for Dakota CC  
- General reception duties including, greeting visitors, answering phones and providing information/answering questions regarding DCC programs and services and/or appropriately redirecting inquiries  
- Hiring, scheduling, training and oversight of part-time CSR staff  
- Assist in the evaluation, development and implementation of effective and efficient processes to support service to Dakota CC’s customers and users.  
- Lead or arrange facility tours & orientations to prospective clients  
- Process membership applications and various forms of payment  
- Assists in collection of membership cards and distribution of access cards  
- Register and issue Fobs for track and weight room members and manage this process  
- Assist and train Customer Service Volunteers  
- Receive deliveries and coordinate outgoing mail or courier service as required
• Upload dressing room assignments daily and schedule for weekend postings
• Fill out “Incident and/or Injury Reports” when required
• Oversee program for sale and monitoring of CJS Student Parking Passes

Qualifications

• Must be a minimum of 18 years of age
• Expert skills with basic admin software knowledge such as Microsoft Suite/Office will be an asset.
• High level of public relations/customer service understanding for this role.
• Ability to exercise initiative and make decisions in accordance with applicable rules, regulations and policies set forth by DCC
• Must be able to work independently and as part of a team.
• Must be a good communicator, referring specific questions to the appropriate person and can handle public inquiries in a courteous manner.
• Diplomacy and tact will be a key attribute you bring to this role as you are dealing with members of the public in a variety of ages i.e. young adults up to seniors.
• Must have good record management and document handling skills and know where everything is whether it be a digital copy or hard copy
• Flexibility will be considered and asset (i.e. available to work a variety of shifts ranging from Monday-Friday, and including weekends, if required)
• Must be able to complete a successful Criminal Record Check and Child Abuse Registry or have successfully passed in the last 6 months
• A combination of relevant education and experience will be considered

For Further Information

We invite interested people to apply to us by October 1, 2019. You may drop off your cover letter and resume at the Administrative Office 2nd Floor Sportsplex, 1188 Dakota Street in hard copy or via email to HR@dakotacc.com.

Benefits of Working at Dakota Community Centre

Our objective is to provide our employees with a safe and healthy workplace. We seek diversity in our workplace and foster a place of service to the community.

The Centre is on a major bus route for easy access and/offers free parking and a vibrant team atmosphere.

About Dakota Community Centre Inc.

With our Mission of being a gathering place providing excellence in sport and recreation for everyone, Dakota Community Centre is one of the largest and most successful community centre operations in the City of Winnipeg. Serving nearly 12,000 households in South St. Vital for more than 30 years, Dakota CC offers a broad range of sport and recreation programs for catchment area members and beyond. In addition to the current Jonathan Toews Sportsplex, which includes a twin ice pad, gymnasium, office space and other multipurpose space, the new 60,000 sq.ft., multipurpose Dakota Fieldhouse was officially opened on October 12, 2017.