



JOB PROFILE

CUSTOMER SERVICE ADVISOR YWCA Saskatoon - Fitness on 25th

POSITION SUMMARY: Serving as the initial point of contact for all patrons and clients of YWCA Saskatoon and the Saskatoon Community Service Village, the Customer Service Advisor (CSA) plays the critical role as the “face” of the agency. The CSA is responsible for having overall knowledge of the programming and activities offered by the various departments of YWCA Saskatoon and Village agencies and translating this knowledge into helping the public to find the appropriate location or service they are requesting.

POSITION REPORTING: Director of Fitness & Facilities, YWCA-Fitness on 25th

MAJOR RESPONSIBILITIES:

- As part of the YWCA Saskatoon team, you are responsible for providing superior customer service to YWCA Saskatoon clientele, and support the work of the department and the broader YWCA as required:
 - Providing quality customer service to members, residents, clients and the general public both in person and as a monitor of the YWCA multi-line switchboard.
 - Providing accurate and timely data entry services to YWCA Saskatoon program areas
 - Providing confidential support services to the YWCA Saskatoon program areas
 - Ensuring knowledge of all YWCA Saskatoon memberships, programs, policies and procedures, including emergency procedures
 - Effectively and efficiently dealing with crisis situations
- As part of the Fitness on 25th team, have working knowledge of all programs and services offered by Fitness on 25th:
 - Accurately collecting and inputting payments for programs, memberships, and other services.
 - Processing registrations and memberships using computer registration system.
 - Effectively and efficiently dealing with client requests or concerns.
 - Manage a point of sale system and submit daily cash accounting of all transactions completed.
 - Completing basic bookkeeping and clerical tasks

KEY CORE COMPETENCIES:

Exemplary Communication and Interpersonal Skills – This is first and foremost a customer service position. A strong desire to effectively assist clients and patrons access our programs is part of being an effective CSA. The successful CSA fosters open communication and dialogue by sharing information, listening effectively, speaking honestly, and preparing written communications.

Computer skills and database usage experience: The CSA is responsible for regular interaction and usage of our point of sale system and membership database. Comfort and experience with computer

programs is a definite performance asset in this area and allows the CSA to be a productive team member. Experience with all components of Microsoft Office is desired.

Relationship Builder as part of a Team: Builds positive interactions both internally and externally to achieve work related goals; gives and gets energy from bringing people together to lead and achieve; works cooperatively and proactively to develop positive relations with participants, peers and volunteers; goes out of his/her way to assist colleagues in achieving their individual and organizational goals.

Ability to multi-task in a demanding environment: The CSA environment requires the successful candidate to attend to multiple tasks at any given moment. The environment is subject to uncontrollable flows of interaction with clients which may result in the CSA having periods where numerous patrons requesting service and assistance at once. Using downtime to be prepared for the unpredictable busy moments is a key attribute of a successful CSA. A strong attention to detail is a strongly desired attribute of the successful CSA. A successful CSA relishes and excels in environments where challenges and problems may need flexible and versatile solutions. The CSA must have a working understanding of all YWCA departments to best be able to answer questions and facilitate solutions to requests.

JOB SPECIFIC COMPETENCIES

Current CPR/First Aid: Customer Service Advisors must have current and valid status for basic CPR and First Aid.

Criminal Record Check: All YWCA employees are required to submit a Criminal Record Check as part of the process of employment.