



Glebe Neighbourhood Activities Group

175 Third Ave. Ottawa ON K1S 2K2

613-233-8713 info@gnag.ca

GNAG Customer Service Representative

Reports to: Clare Davidson Rogers Office Manager

Job Summary:

This role is responsible for effectively managing the reception area and providing a broad range of administrative support to GNAG.

Looking to fill two positions (one full-time, one part-time) with shifts on evenings and weekends and the possibility of continuing part-time in the fall.

Customer Service:

- Provides a welcoming environment for GNAG staff and instructors, clients, and members of the public.
- Receives and responds to customers' enquiries in person, or by telephone or by e-mail in a friendly, professional, and expedient manner.
- Analyzes requests, provides information requested or ascertains who can best provide the information, and routes the request to the proper person while maintaining confidentiality.

Administration:

- Tackles administrative problems and implements process solutions.
- Manages and processes daily incoming and outgoing email and regular mail.
- Includes data entry, word processing, photocopying, scanning, faxing, mailing, filing while keeping information organized and accessible.
- Helps maintain up-to-date contact lists for all staff, instructors, and volunteers.
- Handles daily cash and transaction reconciliation.
- Ensures that office space, including foyer, is kept clean, organized, and free of hazards.
- Acts as a liaison with building maintenance for related matters and follow up on maintenance requests.
- Ensures ongoing general equipment maintenance.
- Maintain adequate office and general supplies.
- Adheres to the organizational health and safety policies and practices long with the Ontario Occupational Health and Safety Act. This includes but is not limited to ensuring safe workplace practices, protecting the health and safety of themselves and others and maintaining cleanliness in the workplace.
- Ensures supervisors and colleagues are well informed.
- Performs other associated duties as assigned by supervisor or management team.

Other Duties:

- Assists with equipment rental requests in a timely manner and helps with set-up arrangements, as required.
- Ensures shared spaces are clean and ready for City rentals with the assistance of associated camp coordinators and post-care coordinator.

Experience and Requirements:

- One (1) years' experience in customer service preferred but not required.
- First Aid – CPR C
- AODA (Accessibility for Ontarians with Disabilities Act)
- Knowledge and ability—English and grammar.
- Ability to compose correspondence.
- Professional telephone manner
- Computer literate and ability to learn quickly.
- Ability to handle pressure well and maintain a positive, calm attitude.
- Ability to maintain client confidentiality.
- Flexible nature - ability to respond to change.
- Physically able to move furniture, climb stairs, lift heavy objects.
- Flexible work schedule

Rate of Pay:

- \$16.00– 17.48 per hour
- June: Approximately 20 hours a week including evenings and possible weekends.
- Full-time: July and August: Approximately 37.5 hours per week (daytime and possible but improbable evening and weekend coverage).
- Part-time: July and August: Approximately 16–20 hours per week (minimum 3 evenings, and Saturday mornings).

Application Deadline: Tuesday, May 23, 2023

Please include:

- Cover letter and resume (please include your availability, including weekdays, weekday nights and weekends)
- Copies of certifications and current Police Record Check

Attention to: **Office Manager, Clare Davidson Rogers** clare@gnag.ca