

JOB PROFILE



Position Title:	Customer Service Administrator	Division:	Administration
Location:	Regina	Department:	Communications & Events
Date:	October 2014	Incumbent:	
Approved by:		Reviewed by:	

OVERALL ACCOUNTABILITY

Reporting to the Manager of Communications & Events, the Customer Service Administrator will provide administrative support for Wascana Centre Authority website and social media content, as well as providing marketing support and some general administrative duties. In this role, working closely with the Manager, the CSA will prepare, manage, monitor and maintain content to ensure it is current and accurate. The CSA will also receive and schedule services and event bookings related to WCA rentals ensuring rental requests are provided in a courteous and efficient manner.

SPECIFIC ACCOUNTABILITIES

1. Responsible for the preparation of booking contracts (using a template).
2. Assist with all event bookings and rentals including the acceptance and processing of applications and requests; and tracking event contracts and associated requirements, following up with client where necessary, including proper licensing (where necessary). Event support often includes assisting the event in making other arrangements / providing event planning advice.
3. Update and maintain information on computer system records ensuring the data is accurate, up to date and useable
4. Receives and processes payments.
5. Updating Wascana web-site-review, manage, support and update existing information to websites, as well as web-based updates on linked sites (e.g. event calendar)
6. Marketing support – composing occasional news releases, advertisements, brochures, tourism based articles, etc
7. Work with clients on bench and legacy tree memorials including wording on plaques, taking photos of memorial, issuing receipts and certificates
8. Assist with hosting of internal WCA events (set-up, greeting, clean-up)
9. Coordinating fundraising initiatives
10. Assist with group presentations – booking, preparation and presentation
11. Provide coverage for reception when needed
12. Assist with group tours, assist Naturalist in tours, assist ferry boat operator with tours

SKILL / KNOWLEDGE

1. Some post secondary education with web-based/data administrator focus is an asset
2. Office experience
3. Ability to understand verbal and written instructions
4. Public relations experience
5. Computer proficiency, particularly with respect to web-site maintenance & interactive marketing
6. Ability to deal courteously with staff and members of the general public
7. Willingness and ability to gain knowledge and historical awareness related to Wascana Centre
8. Ability to conduct tours

REPORTING RELATIONSHIPS *Please attach an organization chart if available.*

Reports to: Manager of Communications & Events
Direct Reports: none

DIMENSIONS

Decisions follow established procedures with some ability to prioritize activities.

WORKING CONDITIONS

Physical Effort.

Works in a seated position at a computer most of the day. Frequent heavy lifting moving tables & chairs & benches

Physical Environment.

Typical office environment.

Sensory Attention.

The nature of the work requires some mental/sensory effort including listening, recording and responding to customer event and memorial requests; and data input, etc.
Some interruptions from clients

Mental Stress.

Errors would be detected in the work unit and discovered before they become serious.
Threat of misinformation on the web.