

Customer Experience Administrative Support

Job Description

Reports to: Customer Experience Team Leader
Team: Customer Experience
Date Updated: 2025

Job Scope: The Customer Experience & Administrative Support provides support to various business centres across the organization. Some duties may include providing front line customer service, general office and administrative support to various business centres, accounting support, facility booking support, special events support and or projects as assigned.

Key responsibilities of the job are as follow:

1. General responsibilities:

- Customer Experience Support – Greet and engage with customers through various communication channels in person at the front counter, over the phone, and by email;
 - Provide information and guidance on services and/or programs offered by the Town. Process and/or direct customer enquiries to appropriate business centre;
 - Receive payment for Town services, programs and/or bookings. Accountable for daily cash handling and receipting according to approved Town practices;
 - Maintain strong relationships with other business centres. Collaborate with cross-functional teams to share customer insights and contribute to the improvement of services, programs and process;
 - Respond to, report and document any emergency or behavioral events;
 - Receive and process internal and external mail, data entry, track data, costs, and usage statistics;
 - Fulfill assigned key processes, such as but not limited to, statistic recording, data analysis, electronic board updating, procedure updates, meeting minutes and financial tasks.
- Office and Administrative Support – Provide administrative support to multiple business centres including preparing standard letters;
 - Coordinating the calendar of others including setting up meetings, creating and circulating agenda and meeting minutes, coordination of meeting rooms, required technology and other details related to the event or meeting;
 - Data entry.
- Financial Support – Prepare cheques and/or electronic payments and statements on a weekly basis, validating appropriate documentation, approvals and vendor statements;
 - Prepare cash requirement reports and spending analyses as required. Balance accounts receivables and payables sub-ledger to general ledger on a monthly basis;

- Input data, generate reports on a quarterly basis. Create, modify & update reports and analyses as required;
 - Responsible for debt collection on behalf of the Town.
- Facility Booking - Work with user groups to schedule Town recreation facilities which may include arena bookings, indoor and outdoor room bookings, Gymnasium bookings and school gymnasium bookings;
 - Create, amend and maintain facility booking contracts, schedule public drop –in times;
 - Work with internal and external clients regarding special events, ensuring the events run smoothly;
 - Maintain statistical information regarding facility usage and user rosters for funding purposes.

2. Other responsibilities:

- Other duties include data entry, tracking data and costs;
- Providing administrative back-up to other business centers as required;
- Projects as assigned.

Qualifications and required skills:

- **Education:** Equivalent to High School completion with specialized training recognized by a certificate.
- **Experience:** Years of experience may vary depending on specific needs of the business.
- Experience working in an office environment.
- Exceptional customer service skills
- Ability to multi-task and prioritize workload while dealing with frequent interruptions.
- Good oral and written communication skills.
- Experience with handling cash.
- Experience in working with Microsoft Office suite