

[Welcome](#)[Contact Us](#)[Job Details](#)[Login Now](#)[Back](#)

If you are interested in this position, click **Apply Now** and we will walk you through our Online Application process.

[Apply Now](#)**Title** Volunteer & Customer Service Coordinator**Department** Parks, Recreation & Culture**Job Status** Regular Full Time**Posting Status** Accepting Applications**Employment Group** CUPE**Job ID** 20-39

Nature & Scope of Work This is specialized recreational work supporting the Board of Directors of the respective senior societies in overseeing the operations of customer service desk to ensure compliance with policies. The incumbent implements a program for utilizing volunteers; recruits, trains and evaluates the work of volunteers and arranges for training on matters related to the social needs of seniors; promotes interest and participation in program activities; prepares promotional materials and addresses any issues as they arise. An employee of this class exercises considerable independence of judgement and action in developing improved policies and procedures related to customer service. Unusual problems or matters of policy are discussed with a superior who reviews work performance on the basis of the effectiveness of the programs and services provided.

Illustrative Examples of Work

- Oversees the operations of the customer service desk and ensures the efficient delivery of services and adherence to established standards, practices and policies; develops, reviews, implements or improves policies and procedures to improve efficiency and customer service; addresses any issues as they arise.
- Plans, develops, and implements a program for utilizing volunteers and evaluates the effectiveness of same; recruits, arranges for training for volunteers on matters related to recruitment, orientation, evaluation and recognition related to the recreational and social needs for seniors; ensures police information checks are completed in accordance with policy.
- Promotes interest and participation by seniors in volunteer activities; prepares, organizes and administers registration procedures and assists in coordinating facility activities for seniors; establishes effective working relationships with a variety of internal and external contacts; prepares promotional materials and addresses various groups relative to seniors and volunteer programs.
- Maintains operation and trains on the point of sale system; checks and maintains relative materials manually and/or using the point of sale system and computer; condenses and indexes data.
- Composes routine correspondence, prepares and maintains a variety of records, internal and external contact lists, activity reports and files; prepares preliminary operating budget estimates; records inventory and purchases.
- Performs related work as required.

Required Knowledge, Skills and Abilities

- Considerable knowledge of the social, cultural and recreational needs and interests of senior citizens.
- Considerable knowledge of the objectives, principles and philosophy of volunteer work, and of the methods and procedures used in planning and implementing volunteer programs.
- Sound knowledge of the policies, rules and regulations applicable to the work.
- Working knowledge of the methods of program leadership and recreational instruction.
- Ability to deliver excellent customer service, handle complex complaints and enquiries with tact and authority and to establish and maintain effective working relationships with a variety of internal and external contacts.
- Ability to participate in identifying and assessing recreational service and program needs related to the senior population, and to plan, develop, coordinate and evaluate recreation services and programs for same.

- Ability to plan, develop, implement, and evaluate the effectiveness of a program for utilizing volunteers to recruit, train and evaluate the work of volunteers, and to arrange for and conduct training, as required.
- Ability to promote interest and participation in program activities, to establish and maintain effective working relationships with a variety of internal and external contacts, and to prepare promotional materials and address groups relative to senior's programs and volunteer work.
- Ability to act as a resource in planning, developing, implementing, and evaluating programs and activities of seniors.
- Ability to prepare publicity and promotional material, and to prepare and maintain correspondence, reports and records related to the work.

Desirable Training & Experience College or University graduation in a discipline related to the work with courses in recreation plus related experience working with seniors and volunteers or an equivalent combination of training and experience.

Required Licences, Certificates and Registrations

- Class 5 Driver's Licence for the Province of British Columbia.
- Emergency First Aid Certification.
- Automated External Defibrillator Certification.

Safety Requirements Incumbents are required to follow all applicable Safe Work Procedures, participate in Occupational Health & Safety training, meetings and to report any hazards in the workplace.

Hours of Work 40 Hour Non-Standard Work Week

Pay Grade 20

Pay Rates \$31.60, 32.90, 34.27, 35.68, 37.18 per hour

Posting Date 1/8/2020

Posting Closing Date 1/15/2020

 [Apply Now](#)