



# **CUSTOMER EXPERIENCE COORDINATOR**

If you take pleasure in working with people, strive to maintain high levels of customer service and enjoy a role performing cash handling and reconciliation duties then we have an opportunity for you? Trico Centre for Family Wellness is looking for a full-time Customer Experience Coordinator to work in their busy newly renovated facility. We are a dynamic customer focused organization looking for someone to take on a variety of duties from front-line customer care to basic bookkeeping.

The successful candidate will have exceptional communication, customer service and bookkeeping skills. This role requires a highly motivated individual, able to work well both independently and in a team environment where creative problem solving and solid people skills are essential.

## **Qualifications:**

- Business Administration, Hospitality, Recreation Diploma or Equivalent
- Basic Accounting Experience/Background
- Minimum 3 years Customer Service/Retail Experience
- Minimum 1 year Supervisory Experience
- First Aid and CPR Certification (Current)
- Police Security Check Mandatory
- Computer Experience in Word and Excel Required
- Class Computer System experience a definite asset
- Must be able to work evenings and weekends

## **Experience/Skills Required:**

- The position is 40% administrative and 60% front line - Guest Services and Duty Manager shifts.
- Basic bookkeeping/accounting and cash handling skills required
- Previous experience with the CLASS Computer System, Excel, Word
- Detail oriented, high level of accuracy with numbers and organized
- Prepare monthly and annual reports
- One (1) year in a supervisory capacity and able to lead a team of workers
- Three (3) years customer service experience in a fast-paced organization
- Strong customer service skills
- Professional demeanor under pressure
- Attends regularly scheduled meetings and provides Guest Services support and relief
- Ensures policies and required procedures are adhered to

**Competencies (Soft Skills):**

- Demonstrates and promotes a clear understanding of Trico Centre for Family Wellness mission, vision, values and goals
- Works cooperatively with all levels in the organization (supervisors, staff, members and patrons)
- Delivers high levels of customer service to all members and patrons which reflects the operational policies, practices and philosophies of the Trico Centre for Family Wellness
- Flexible and willing to go the extra mile
- Outgoing, friendly with a positive attitude
- Excellent written and verbal communication skills
- Thrives in a busy work environment
- Ability to work independently

**Responsibilities:**

- Cash outs, payment processing, account balances, accounts receivables, deposits, credit card debit and credit receipts, etc.
- Maintenance of floats and coin lockers
- Stock orders, revenue records, reporting and maintenance for vending machines
- NSF cheque handling and dealing with patrons and customers
- Petty cash maintenance, refund vouchers
- Communicating with Supervisors on discrepancies in payments
- Provide input into the CLASS System as it relates to the position and other duties as required
- Duty Manager shifts, Front Desk (Guest Services), Marketing Assistance, Volunteer Ambassador Program and other duties
- Maintenance of facility Emergency Action Plan

**What we offer:**

- An opportunity to work and play in the same environment
- A great full-time opportunity and stable work environment
- Free facility membership and discounted registration on programs
- New Competitive wage scale and perks
- A fun, positive and respectful work environment

**Closing Date:** Open until filled

**Location:** 11150 Bonaventure Drive SE

Only those individuals selected for an interview will be contacted. Thank you for your interest in Trico Centre for Family Wellness. "We are an equal opportunity employer".

Please send resumes with references to:  
Trico Centre for Family Wellness  
11150 Bonaventure Dr. SE  
Calgary, AB T2J 6R9  
Attention: Kim Leong, Guest Services and Sales Director  
E-Mail: [kleong@tricocentre.ca](mailto:kleong@tricocentre.ca)  
Phone: (403) 278-7542