



Port Moody Arts Centre
2425 St Johns Street,
Port Moody, BC V3H 2B2
604.931.2008
pomoarts.ca

Job Posting

Customer Service Representative

The Port Moody Arts Centre is seeking a friendly, resourceful, and self-directed candidate to join our dynamic administrative team as a Customer Service Representative. This is a part-time position that provides critical frontline support within the Arts Centre, primarily for evening and weekend work.

Port Moody Arts Centre

Housed in the historic Old City Hall and Appleyard House buildings in the heart of Port Moody, the Port Moody Arts Centre is a cultural hub for arts and education. With a mission to promote participation in the arts, we offer a full range of visual, ceramic, theatre, music, and media arts programming for people of all ages and experience levels to explore their creativity. The Arts Centre is also home to a contemporary art gallery, showcasing the work of emerging and established artists in a variety of mediums through a professionally curated exhibition program. Celebrating our 20th anniversary, we aim to engage a diverse public and build a culturally richer and more vibrant Port Moody—City of the Arts.

Visit pomoarts.ca for more details.

Job Summary

Under the direction of the General Manager and administrative team, the Customer Service Representative serves as the frontline of the organization, setting a welcoming, professional, and enthusiastic tone. They are responsible for opening and closing the facility according to established policies and procedures, and may be required to work as the only Arts Centre employee on site. During shifts, they serve as customer service agents by responding to inquiries in-person, online, and over the phone; assisting guests, students, parents, instructors, and gallery visitors to ensure a positive experience; and performing other administrative duties as required. This position requires flexibility in covering an assortment of shifts, including evenings and weekends. Hours of work will vary from 10-25 hours a week.

Responsibilities

- Provide exceptional customer service—in person, on the phone, and by email—effectively communicating program information and policies to a diverse range of customers
- Perform a variety of job-related tasks including class registration, art gallery sales, room scheduling, and photocopying
- Process various sales transactions in person or over the phone using online credit payments, point-of-sales devices, or with cash
- Basic cash balance and reconciliation reports
- Open and/or close the Arts Centre according to established procedures and policies

- Keep the reception and front entrance in neat and orderly manner
- Perform other administrative tasks and duties as required

Qualifications

- Exceptional customer service skills and positive, friendly attitude
- Excellent phone manner with the ability to use a multi-line phone system to direct calls
- Demonstrated ability to work both independently and collaborative within a team environment
- Strong organization and creative problem-solving skills with careful attention to detail
- Excellent time management skills with demonstrated ability to identify and set priorities
- Ability to multi-task in a busy environment
- Effective oral and written English communication skills
- Proficient in Microsoft Office Suite; knowledge of QuickBooks is an asset
- Availability to work flexible shift work, including mornings, evenings, and/or weekends; must be available to work weekends
- While a demonstrated interest in the arts and experience working in a non-profit organization is considered an asset, it is not required

Conditions of Employment

- This position requires the completion of a successful criminal background check prior to commencing employment

Remuneration

\$13 / hour + 4% vacation pay

How to Apply

Interested individuals should submit an application according to the following guidelines:

- PDF format only with your COVER LETTER and RESUME in the same document
- Please put the title of the job you are applying to, followed by your name in the subject line
- Email to: **GeneralMgr@pomoarts.ca**

Deadline for applications is **Friday, June 22, 2018**.

Port Moody Arts Centre is an equal opportunity employer. We welcome applications from qualified individuals from diverse backgrounds, and do not discriminate on the basis of gender, race, ethnicity, age, sexual orientation, or (dis)ability.

We thank all applicants for their interest; however, only those candidates selected for an interview will be contacted.