



NEW BRIGHTON RESIDENTS ASSOCIATION JOB POSTING

Customer Service Leader

\$48,000-\$52,000

OUR MISSION: *“Enhance the quality of life in our community of New Brighton.”*

OUR VALUES: *Inclusion, Financial Accountability, Integrity, Responsibility, Enthusiasm*

ABOUT US: The New Brighton Residents Association (NBRA) is a not-for-profit organization established to professionally manage and operate several of New Brighton’s community features. Operated by the NBRA, the New Brighton Clubhouse is a year round recreational facility, consisting of a 6500 square foot building. Also on site are; 2 tennis courts, a beach volleyball court, basketball courts, a splash park, playground, and a hockey rink. The Bell Tower amenity, pond fountains, and community entrances are among a few of the other community features maintained by the NBRA.

OUR TEAM: The New Brighton Residents Association has a unique environment with a dedicated, highly skilled workforce that has a proven foundation built on mutual respect. Each employee brings unique skills and has a measurable and essential contribution to help achieve the Company’s common goals. Above all, while working safely, employees must focus on continuously achieving quality standards in everything they do in order to deliver an exceptional customer experience.

SCOPE OF RESPONSIBILITY: **The New Brighton Residents Association (NBRA)** is seeking a highly motivated individual to carry out the responsibilities of Customer Service Leader responsible for the daily operations of the NBRA Customer Service Team, facility rentals, software program management, bookkeeping and other office responsibilities.

AUTHORITY: The Customer Service Leader reports directly to the General Manager.

HOURS OF WORK: Monday – Friday; 8:00am-4:00pm

SPECIFIC DUTIES: Without limiting the generality of the foregoing, the Customer Service Leader is responsible for performing the following specific tasks:

- Coordinate annual resident fee invoicing and monthly statements using the database system
- Prepare and record all ‘accounts payable’ transactions to be approved by General Manager
- Prepare weekly deposits and submit to the General Manager for review and then to the bank for processing
- Prepare all cheques and distribute accordingly

Customer Service Team Management:

- Recruit, supervise, schedule, approve timecards, provide task lists and performance manage all Customer Service Representatives
- Responsible for thoroughly training all new hired CSR’s
- Implement a method to evaluate comprehension of tasks, duties and knowledge of CSR’s, complete additional training on identified gaps
- Be available as “on call” support for CSRs during evenings and weekends
- Accurately document and communicate performance evaluations and performance correction notices to all Customer Service Representatives
- Ensure that the Customer Service Team is enforcing all New Brighton Resident Association rules
- Design and implement a staff communication programs in order to ensure ongoing, positive communication throughout the organization. Provide handover communication to employees Monday through Friday at 3:45pm
- Work with the General Manager to provide the Customer Service Team with “Principles of the NBRA Customer Experience” and “Beyond the Principles of the NBRA Customer Experience” training courses
- Any other duties as assigned by the General Manager



Administrative & Office Responsibilities:

- Provide an exceptional customer experience by portraying a professional and courteous manner at all times
- Manage facility rentals for clients, which includes: making reservations, verifying information, sending reservation forms, invoicing and applying payments, all the while ensuring an exceptional customer experience
- Create and implement trending facility rental packages to ensure maximum rental revenue
- Respond to all rental inquiries made in-person or via telephone, mail, fax or e-mail in a friendly and informative manner
- Manage all existing leases with the NBRA Clubhouse by ensuring timely renewal, rate adjustments, and properly filing all documentation. If a lease is not renewed, a replacement must be found.
- Provide “back up” coverage at the Customer Service Desk for the Resident Concierge, as scheduled for vacation or absences
- Design and implement office/service policies by establishing standards and procedures
- Work with the Resident Concierge to maintain computerized membership records and financial records; including the receipt of contributions and membership dues and process them according to designated procedures
- Prepare the annual collection list
- Manage the Clubhouse Canteen by ensuring that it is properly stocked at all times, advertising offerings, researching new trends to offer, and updating prices as needed
- Manage the NBRA sponsorship television by updating ads on a regular basis, recruiting sponsors, marketing the available opportunities, and ensuring it is operational at all times
- Be an effective public relations person for the NBRA by actively promoting program and event participation
- Act as the company expert for the PerfectMind Software Operating system by creating training materials, providing employee training, troubleshooting issues, managing outstanding tickets, and acting as a liaison for both organizations.
- Maintain security of confidential information
- Actively participate in the NBRA Safety Program
- Complete all tasks to achieve assigned strategic goals
- Any other duties as assigned by the General Manager

Accounting & Finance/Bookkeeping Responsibilities:

- Coordinate annual resident fee invoicing and monthly statements using the database system
- Review all deposits prior to submitting to the General Manager for approval.
- Complete bi-monthly/monthly reconciliations of Lowes credit card, company credit cards/accounts, the stamp machine and debit machine, as required
- Accurately file all accounting documentation, such as but not limited to: journal entries, bank reconciliations, payroll, and receivable invoices
- Prepare weekly payable invoices and weekly deposits, as needed
- Other general accounting/book keeping duties for the New Brighton Residents Association as needed/requested by the Accountant or General Manager

QUALIFICATIONS:

- Minimum 3 years administration and leadership experience preferred
- Education in office administration preferred
- Outstanding written and oral communications skills
- Excellent organizational and time management skills
- Strong attention to detail, with accuracy and efficiency
- Working knowledge of computerized accounts systems (Quick Books preferred)
- Working knowledge of Microsoft Office
- Ability to work independently and as part of a team

- Basic accounting knowledge and/or experience
- CPR and First Aid Certification
- A valid Class 5 Drivers License

ADDITIONAL COMPENSTATION:

- 3 weeks of vacation for the first five years, 4 weeks of vacation for each year thereafter
- Cost Share Group Benefits Plan
- RRSP optional program matching up to \$2,000 annually for the first five years, \$2500 for each year thereafter
- “Bring your own device” \$50 cell phone reimbursement
- Wellness Spending Fund of \$500 for first 3 years of employment, \$800 after 3 year anniversary (accrued monthly)
- \$2000 annual bonus upon successful completion of assigned annual goals
- \$1000 Annual training allowance as well as Alberta Job Training Grant application support
- Flex schedule program available
- RA Rewards recognition program
- Birthday & Work Anniversary Reward Program

TO APPLY:

Interested applicants are asked to **submit a resume and cover letter detailing relevant experience, qualifications, and salary expectations to the General Manager** by emailing: gm@nbra.ca or via fax 403-781-6611 by July 19, 2024. **Please note that all candidates selected for the interview process will be required to provide a minimum of 3 work related references, a clear background check, and a clean driver's abstract at the interview.**