

## DREAM HOME CUSTOMER SERVICE REPRESENTATIVE

*Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area is an organization that believes in the promise of all children. Our team works with community volunteers, partners and other supporters to create safe environments for children to be between school and home and to provide caring mentoring relationships for children and youth. In 2014, we expect to support nearly 5,000 kids and their families through a variety of programs.*

Boys & Girls Clubs Big Brothers Big Sisters is seeking individuals interested in the following position(s):

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### **Competition Number: DH1114 –Dream Home Customer Service Representative**

Position(s) Available: 8-10  
Status: Temporary, Part-Time Position (January 23, 2015 to March 31, 2015)  
Salary Range: \$15.80/hour

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#### ***The key responsibilities of this position will include:***

- On site administration including opening and closing Dream Homes.
- Greet and thank all potential dream home ticket buyers at the main entrance of the dream home in a friendly and approachable manner
- Complete the sale and transaction of dream home tickets with customers
- Answer visitors' questions about the dream home lottery or agency
- Ensure all documentation is in order at the end of every viewing day including ticket and revenue reconciliations

#### ***The successful candidate will have:***

- Previous customer service experience in a setting involving financial transactions (i.e. retail, sales etc.)
- Excellent customer service skills
- Skills to work effectively as part of a team and independently
- The ability to multi-task during busy viewing times and the ability to work well under pressure
- Problem solving skills to trouble shoot difficulties within the dream home and it's successful daily operation
- Confidence to process money and financial transactions in an accurate manner including cash, debit and credit transactions
- Demonstrated proficiency in using computer technology to process ticket orders
- A positive attitude and outgoing personality



- Evening and weekend availability. Applicant must be able to work a minimum of three shifts per week for the duration of the employment term. Shifts are 3:45 p.m. to 8:15 p.m. Monday to Thursday and 11:45 a.m. to 5:15 p.m. Saturdays, Sundays and Holiday.

***Additional Information:***

- Staff training is tentatively scheduled for January 8 from 12 – 4 pm.

This competition will remain open until all positions have been filled. Please forward your resume quoting the competition number **DH1114** to:

Attention: Human Resources  
E-mail to [angie.undheim@bgcbigs.ca](mailto:angie.undheim@bgcbigs.ca)