

## JOB OPPORTUNITY 2018 - 15

### Part time Position

**Title:** Customer Service Representative  
**Location:** Carlingwood Shopping Centre, Ottawa ON  
**Reports to:** Customer Service Coordinator

**Basic Function:** To provide excellent service through established programs at the Carlingwood customer service desk to all visitors, tenants and mall employees.

#### Task and Responsibilities:

- Answer all customer related questions/issues via phone/in person and re-direct when necessary in a positive and friendly manner
- Lending programs and all related services incl; coat/item check, strollers/walkers/wheelchairs and established programs at Customer Service.
- Gift Card sales and promotion relating to same.
- Lost & found program
- Perform "Walking Patrols" in common areas & assist with directions, courtesy requests and special projects/promotions.
- Assist Security calls via 2 – way radio when necessary
- Keeping balloons blown up and stocked for children
- Overseeing cleanliness and sock sales for the children's play area
- Assist Marketing Dept. with all related promotions when necessary.
- Making sure that Customer Service is a clean environment to work in.

#### Qualifications:

##### Education and Experience

- Cash handling experience
- Related cash register and computer skills
- Previous retail, hospitality or customer service experience preferred
- Ability to multi-task
- Knowledge of the Centre and surrounding area considered an asset but not required
- Bilingualism an asset

##### Skills

- Excellent customer service, interpersonal and communication skills
- Positive attitude
- Accuracy, precision and attention to detail
- Ability to work well in a team environment as well as independently

##### Working Conditions:

- Job requires standing and moving about
- Operating a Point of Sale system and a members database

- The position involves listening and reacting to requests for information
- Concentration is required when greeting visitors, answering questions and receiving payments simultaneously.
- Flexibility and availability in schedule are required for weekdays, weekends and evenings, including some holidays

**Knowledge:**

- Familiar with Customer Service
- Computer friendly – Microsoft Office (Excel, Outlook, Office 2010), Card Point, and Technolutions.
- Familiar with our Centre (stores)

If you, or anyone that you know, are interested in applying for this position, please forward your cover letter and resume, no later than February 14, 2018 to:

Lucie Duguay  
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Cushman & Wakefield Asset Services Inc.  
Carlingwood Shopping Centre  
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Ottawa, On.

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