

JOB POSTING DETAILS

Job Title	Receptionist/Customer Care Clerk - Station Mall	Job Type	RI
Job ID	11839	Duration	Part Time
Date Posted	December 1, 2021	Location	Sault Ste. Marie
		Closing Date	December 24, 2021

Job Overview - Description & Duties

We are looking for an enthusiastic individual to join our team and play a valuable role in a fast-paced environment. Reporting to the Property Administrator, the successful candidate will be accountable for exceptional customer service standards and assist the management team with administrative and marketing tasks.

Responsibilities:

- Answering telephone, taking and relaying messages, greeting clients and dealing with public inquiries
- Redirecting inquiries and requests as they pertain to Station Mall
- Redirecting emergency calls to the Security team or the appropriate party
- Using radio to communicate with Maintenance, Janitorial and Security Departments
- Providing mall and tourist information
- Selling mall gift cards
- Prepare and maintain daily log of activities/inquiries
- Balancing daily cash receipts
- Using the public address system to make announcements
- Operating cash register, photocopier and fax machine
- Answering queries and filling out reports on Lost and Found articles
- Opening mail and distributing to appropriate department
- Assisting the marketing team as required with various promotions and events
- Assisting with various office tasks as requested by the Property Administrator
- Any other duties as required

Required Skills

Position Requirements:

- Excellent professional interpersonal skills, ability to problem solve and communicate clearly (both written and orally)
- Strong reception and customer service experience; ability to multi-task and deal with a variety of customer questions/complaints
- Proficient with Microsoft Outlook, Word, and general office procedures
- Experience with handling cash and a POS system
- Exceptional organizational and administrative skills
- General knowledge of Station Mall layout, the city, and tourist attractions
- Ability to work flexible hours that coincide with mall operating hours

Other Requirements

Experience

- Minimum of 1-3 years of experience in customer service, office administration, or retail
- Experience working with cash

How to Apply

Date of Posting: November 25th, 2021

Posting Closes: December 24th, 2021

Please apply in person by dropping off your resume at the Station Mall Kiosk. Only those selected for an interview will be contacted.
Thank you.