



JOB POSTING: CUSTOMER SERVICE TRAINEES (SUMMER STUDENTS)

The Little Shuswap Lake Indian Band seeks **5 Customer Service Trainees**.

These positions are made possible with the financial support from Canada Summer Jobs.

These positions will start week of June 25, 2018 with a term of at least 8 weeks
Hours and location of work will be as per schedule and will include evenings and weekends.

Job Summary

Under direct supervision provide customer services and cultural interpretation to the public.

Responsibilities may include (see Job Description for further details):

- Provide meet and greet and other customer services at a number of locations to visitors
- Work directly with the public to provide information about the community, services and culture
- Answer phones and redirect calls or take reservations
- Process bookings or point of sale purchases
- Help visitors enjoy their Little Shuswap Lake Indian Band experiences
- Assist with development and delivery of guided hikes, children's programming and other scheduled activities and events
- Other customer service and hospitality related duties

Other Eligibility Requirements

- between 15 and 30 years of age at the start of employment
- was registered as a full-time student during the preceding academic year
- that is a student in a secondary, post-secondary, vocational or technical program
- intends to return to school on a full-time basis during the next academic year
- is a Canadian Citizen or Permanent Resident and legally entitled to work in BC

Skills

The Customer Service Trainees will demonstrate the following skills and personal attributes

- Ability to work with the public and maintain the highest level of personal integrity
- Ability to work with numbers and cash
- Ability to work with others as part of a team and/or independently
- Ability to understand and perform work assignments and follow policies and procedures
- Willingness to learn new skills

Wage: \$12.65 per hour for 30 hours week

Send Resumes for Customer Service Trainees to: Mr. Jesse Ziercke
by email: jziercke@quaaoutlodge.com or
by fax (250) 679-3039

Application Deadline: 4:30 pm Monday, June 18, 2018



JOB DESCRIPTION – CUSTOMER SERVICE TRAINEES (SUMMER STUDENTS)

Job Summary

Under direct supervision provide customer services and cultural interpretation to the public.

Responsibilities

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- Work directly with the public to provide information about the community, services and culture
- Answer phones and redirect calls or take reservations
- Process bookings or point of sale purchases
- Help visitors enjoy their Little Shuswap Lake Indian Band experiences
- Assist with development and delivery of guided hikes, children's programming and other scheduled activities and events
- Other customer service and hospitality related duties

Required Education, Experience and Training

- Transportation to work

Skills

The Project Assistant will demonstrate the following skills and personal attributes

- Ability to work with the public and maintain the highest level of personal integrity
- Ability to work with numbers and cash
- Ability to work with others as part of a team and/or independently.
- Ability to understand and perform work assignments and follow policies and procedures
- Willingness to learn new skills