



## **Job Description**

### **Section 1 – Position Description**

<i>Position Title</i>	<b>Client Service Team</b>
<i>Location</i>	Whitehorse
<i>Full or Part time?</i>	Casual
<i>Salary</i>	\$21.00 per hour
<i>Position Status</i>	Auxiliary On Call

### **Section 2 - Position Summary**

Under the supervision of the Client Service Supervisor, this key position performs a variety of hospitality and client services to ensure that KDCC clients receive impeccable and professional services.

As an active member of this dynamic team you will provide numerous services including: meeting and welcoming our clients, preparing our rental spaces with the allocated inventory; organizing cutlery and dishes; answering phone calls and responding to other means of inquiry; attend to specific custodial tasks throughout the facility.

Each member of our team practices effective and timely communication with clients and staff; troubleshoots and responds to last minute requests by clients.

Our energetic team also provides information for visitors about the KDCC facility, Kwanlin Dun First Nation, and Indigenous history and culture within the Yukon.

Working hours are scheduled throughout the week including early morning, evening, weekend shifts.

### **Section 3 - Principal Duties and Responsibilities**

*The listed principal duties and responsibilities are understood as being descriptive and not restrictive in nature.*

1. Our team members are responsible for opening and closing the KDCC.
2. Ensure that the event file and relevant documentation is reviewed and client requests are implemented prior and throughout each event.
3. Meet and welcome clients and guests and review their requirements, including their schedule, room layout, and resources, ensuring that additional requests are met in a prompt and efficient manner.
4. Provide ongoing support to clients as required during their event.



5. Provide additional client services and support which include but are not limited to: audio-visual technical services, troubleshooting and handling last minute requests and room layout changes while ensuring that changes are accurately recorded for billing purposes.
6. Prepare, set up, refresh, and clean rental rooms including; the required furniture, AV equipment and other objects.
7. Tear down, flip, clear and/or clean areas following the conclusion of each event.
8. Provide custodial and house keeping duties.
9. Provide information for visitors about the KDCC, Kwanlin Dun First Nation, and Indigenous history and culture in the Yukon.
10. Complete a Daily Event Report for the Client Service Team, ensuring that all aspects of the event are detailed, including client-requested revisions, substitutions and changes; to ensure accurate billing.
11. On occasion, monitor the Front Desk and provide basic administrative duties as required, such as: answering the main phone line, taking and distributing messages, checking voicemail and distributing messages, welcoming visitors and guests, receiving and logging incoming and outgoing mail, photocopying and doing basic data entry as requested.
12. Ensure the safety of clients, staff, and the public by enforcing and adhering to safety policies and procedures, recording and reporting incidents appropriately.
13. Other related duties as required.

#### **Section 4 - Specific Accountabilities**

##### ***What are the expected end results of this position, i.e. what are the impacts of performing the Principal Duties and Responsibilities?***

The Client Service Team is responsible for ensuring the satisfaction of rental event clients and the public by providing; extraordinary customer service, cultural knowledge and ensuring the health and safety of clients, staff, and the community.

The team plans and prepares in advance the requirements of our event clients. Requests and variations are met and responded to immediately and professionally.

This position engages in direct customer service and interacts regularly with the public and event clients.

#### **Section 5 - Decision Making**

In conjunction with the Events Manager and Operation Manager with the Executive Director, the Client Service Supervisor executes the objectives for the Client Service Team. The Client Service employee does not directly supervise human or financial resources.



### **Section 6 - Personal Suitability**

The KDCC organization and team requires individuals who are reliable, outgoing and able to maintain a positive personality at all times when interacting with clients, customers, staff and other guests of the facility. Our Client Service Team is passionate about providing outstanding customer service and ensuring the success of every event, with a desire to provide a healthy and safe environment.

The incumbent will possess knowledge of and have significant recent experience in the customer service/hospitality, restaurant, bar and hotel industry.

The successful applicant will have outstanding interpersonal and communication skills, a strong ability to work as part of a team, and will thrive on unexpected challenges in a dynamic and changing work environment. A friendly, personable, and diplomatic demeanor is required.

The position requires regular physical activity, and the incumbent must be; able to work on their feet for extended periods of time, strong and able-bodied, with the ability to pick up and move large tables, chairs, and heavy pieces of furniture and equipment on a regular basis.

### **Section 7 – Qualifications Required**

- Minimum of 2 years of customer service experience working in hotels/restaurants/bars/catering/hospitality/event industry with recent references.
- Food Safe Certification will be considered an asset.
- Class 5 Driver’s License with own vehicle or access to consistent transportation.
- Cell Phone and Internet access.
- Experience providing custodial and ‘house keeping’ services will be considered an asset.

### **Section 8 – Skills and Abilities Required**

- A reliable and dependable individual.
- An out-going, people-oriented personality.
- Ability to anticipate and meet the requirements of clients and guests.
- Ability to read and understand client and event files and instructions.
- Computer literacy and the ability to use iMac hardware, software and related technology efficiently. Proficiency in Microsoft Office programs with an ability to learn other software as required.
- Fluency in English is required; ability to speak another language may be an asset.
- Excellent communication, public speaking and customer interaction skills.
- Ability to work independently and as part of a team, with strong ability to take initiative within operational guidelines and policies.



- Excellent organizational, time management and prioritizing skills.
- Strong attention to detail in all areas of work.
- Enjoys repetitive and detail-oriented tasks in order to ensure the success of events.
- Physically fit, able to stand and walk for long periods of time, able to move heavy items.
- Ability to work in a cross-cultural environment.
- Knowledge and understanding of Kwanlin Dün First Nation and Yukon First Nations history, culture, demographics, goals and aspirations.

### **Section 9 – Working Environment**

This position works in an indoor environment approximately 80% of the time, though seasonal outdoor work is required. This position is required to spend 85% of the time standing, walking, lifting and moving equipment and furniture, with the remaining 15% sitting and working on a computer or other administrative tasks.

This position requires lifting up to 50 pounds and ladder work. The ability to lift and move large tables, stack multiple chairs, and move heavy pieces of equipment is required.

### **Section 10 - Conditions of Employment**

The incumbent is required to work irregular and flexible hours, including evenings and weekends, with morning shifts that start as early as 6:00 am, and night shifts that end as late as 4:00 am.

Confidentiality is a condition of employment for all Kwanlin Dün Cultural Centre personnel. Failure to comply may result in dismissal. Employees are expected to follow all workplace guidelines and rules in a harmonious and cooperative manner. Employees are expected to work in a team environment and assist each other in creating future success for the KDCC.

1. Employees must agree to and sign a package containing our HR policies.
2. Employees must have a cell phone and regular Internet access for scheduling and communication purposes.
3. Employees are to have a Class 5 Driver's License with own vehicle or a reliable mode of transportation.
4. Willingness to be trained in First Aid and CPR.
5. Food Safe certification may be required.
  - a. KDCC will cover the registration costs associated with this requirement.
  - b. Employees are responsible for finding a training session that suits their schedule and availability. KDCC will occasionally offer courses through the Centre.
6. Criminal Records Check may be required.



- a. KDCC will cover the costs associated with this requirement.
  - b. Employees should obtain the Criminal Records Check, forward the results to their Supervisor, and bring the receipt to KDCC for reimbursement.
7. Flexible work hours are a requirement for employment.

### **Section 11 – Dress**

Working attire will consist of:

- KDCC Black Uniform Shirt (provided)
- Black pants or slacks (no blue jeans, sweatpants, yoga pants or leggings)
- Black professional and comfortable footwear (no running shoes unless they are black, no flip flops, must be able to walk long distances, clean, lift heavy items, and go up onto short ladders or step-stools).

### **Section 12 – Hours of Work**

1. Schedules are produced and electronically distributed every two weeks.
2. If any member of the Client Service Team is then unable to work a shift for which they have been scheduled, it is the responsibility of the individual to find a replacement for that shift.
  - a. *Missed shifts are documented and form the basis for termination.*
  - b. *KDCC management will not be responsible for finding replacements for shifts that were scheduled during an employee's stated availability.*
3. It is the responsibility of the employee to update his/her availability as it changes, providing a minimum of two weeks' written notice of any changes.
4. An employee that becomes unexpectedly and without warning, unavailable for their shift, she/he **must attempt** to arrange for another employee to work that shift.
  - a. KDCC requires 24 hours (or a practical & realistic) notice for scheduling purposes.
  - b. If you unable to fill your shift, you are required to contact the Client Service Supervisor as soon as possible (day or night). Your supervisor will make the required changes.
5. If a Client Service Member requires one-time and/or specific time off for holidays or other reasons, a minimum of two weeks' written notice Client Service Supervisor is required.
6. The minimum call is 3-hours per shift.
7. Overtime is paid after 8 hours per day or 40 hours per week at a rate of 1.5
  - a. Overtime must be pre-approved by a supervisor in writing
8. Early morning, weekend and evening shifts will be required
9. Hours of work will be adjusted to meet event deliverables
10. KDCC operating hours are from 6:00 am to 4:00 am.



**Section 13 – Documents**

1. Employee Intake Form
2. KDCC package containing the company’s HR policies.
3. TD-1 Form
4. Direct Deposit Form (from bank)
5. Client Service Team Manual

**Section 14 – Confidentiality**

1. The employee will maintain confidential information in strict confidence and will not disclose any information concerning the operations of the Kwanlin Dün Cultural Centre or the Kwanlin Dün First Nation Government to any third party.
2. The terms contained within this document are to remain private.
3. Failure to adhere to these policies will result in immediate termination.

**Section 15 – Termination and Probationary Period**

During the 90-Day Probationary Period (as outlined in the Letter of Offer), written notice of termination may be given at any time. Following the Probationary Period, KDCC may terminate this Agreement in its entirety, at any time, upon two weeks prior written notice to the Employee. Successful completion of the Probationary Period is not connected to any commitment for an increase in hourly wages (raise).

**Section 16 – Signatures**

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p><b>Executive Director:</b> I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <p>Executive Director: _____</p> <p>Date: _____</p>	<p><b>Incumbent:</b> I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p> <p>Incumbent: _____</p> <p>Date: _____</p>
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