

## **Position Title: Customer Service Representative**

**Location: Summerside, PE**

**2 casual positions**

### **The Opportunity**

We are currently accepting applications for the position of Customer Service Representative at our Summerside location.

Customer Service Representative will assist in the implementation of membership club activities; provide professional customer service in sales, membership, on-site events, promotions and entertainment initiatives, responsible for sales and service of all gift shop items including merchandise, food and beverage and the various forms of lottery tickets. Support the Electronic Gaming Device operations and respond to customer needs with the operation of Electronic Gaming Device machines, other gaming activities or customer service inquiries. Assist in maintaining good public relations with patrons and with all employees. Adhere with the PEI Gaming Legislation, Atlantic Lottery Corporation, and other applicable municipal laws and regulations. Comply with safety and security standards of the corporation and comply with pre-determined internal control procedures.

### **Skills & Knowledge**

The ideal candidate will possess:

- High School Diploma
- Customer Service Experience
- Strong organizational, interpersonal, analytical and communication skills.
- Ability to meet and exceed customer service standards and resolve customer concerns.
- Proven ability to contribute to a team environment
- Excellent communication skills

Consideration will be given to an equivalent combination of experience, training and education.

To express interest in this opportunity, please submit your resume, with covering letter indicating the position to:

#### **Red Shores**

21 Exhibition Drive

Charlottetown, PE C1A 9S8

Email: [redshoresresumes@alc.ca](mailto:redshoresresumes@alc.ca)

Fax: 902-620-4242

*We thank all applicants for their interest, however, only those selected for an interview will be contacted.*