



It Feels Good to be Part of the Co-op Team

That's because Peninsula Co-op is retail with a difference. Being member owned, we focus our profits on giving back through yearly rebates, by supporting many community initiatives and by sharing profits with our staff. Experience the Co-op difference and apply today.

Customer Service Representative Home Heating / Commercial Cardlock Office - Victoria

Peninsula Co-op has been serving our member-owners since 1977 and we have ambitious plans to continue growing the business on Vancouver Island. This is a full-time, year round position, requiring 32-40 hours during the summer months, and 40 hours during the Home Heating season (approximately September to May). The work takes place Monday through Friday. The Victoria Commercial Cardlock is located at 6764 Oldfield Road, Saanichton, BC V8M 2A3.

Members referring someone for this position could receive a \$50 gift card as a part of our Referral Program!

RESPONSIBILITIES:

Customer service, account administration, special projects and clerical duties including: Providing customer service over the phone and in person to members ordering home heating fuel, inquiring about their account or Peninsula Co-op's services; providing customer service to our commercial customers related to their accounts; preparing paperwork required for new account openings and daily fuel deliveries; processing and posting payments made by customers; preparing deposits; answering Cardlock account enquiries; assisting with month-end statement preparation and filing. This position also includes commercial and Cardlock account set-up and account maintenance.

QUALIFICATIONS:

We are looking for people with the following attributes:

- Strong customer service skills.
- Patience and the ability to communicate effectively in person and over the phone.
- Being well organized in your work.
- Strong attention to detail, especially completing forms and paperwork.
- Strong computer knowledge and comfort with DOS-based systems.
- Basic knowledge of accounting and accounts receivable.
- Familiarity with posting accounting journal entries.
- Problem solving and analytical skills.
- Demonstrated ability to work with limited supervision.
- Excellent interpersonal skills, energy, enthusiasm and initiative.
- Ability to work under pressure in a fast-paced environment where work priorities can change quickly to meet the customers' needs.

DEADLINE TO APPLY: Monday, June 18, 2018

Please direct questions to Joanne Pelly at 250-544-2951, or Toni, the Human Resources Manager, at 250-544-2941.

To apply please submit your resume via the link from our public website, or by mail to Peninsula Co-op, #1-2132 Keating X Road, Saanichton, V8M 2A6 – Attention Human Resources, or by fax: 778-351-1110 or e-mail hr@peninsulaco-op.com.

1-2132 Keating X Road
Date posted: June 4, 2018
Saanichton, BC V8M 2A6

Phone 250 652 1188
Fax 250 652 5769

www.peninsulaco-op.com

**LOCALLY INVESTED.
COMMUNITY MINDED.**