

Customer Service Representative – Home Heating & Cardlock Office

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. As we've grown and evolved, our collective roots now date back nearly 60 years, yet we remain a locally-focused Co-op with more than 108,000 members and ambitious plans to continue growing the business on Vancouver Island.

Peninsula Co-op is inviting applications for the position of Customer Service Representative at our Home Heating and Cardlock office, located at 6764 Oldfield Road, Saanichton, BC. This is a full-time, temporary opportunity (approximately 8 months) with the potential of becoming a permanent position. The entry level wage for this position starts at \$17.00/hr and may be higher based on experience.

Why Peninsula Co-op

In addition to competitive wages our team enjoys a variety of benefits, including:

- Profit sharing
- Wellness benefits
- Employee & Family Assistance Program
- Learning & development opportunities
- Tuition assistance (100% reimbursement)
- Student & employment service awards
- Social events & volunteer opportunities

We are committed to every staff member enjoying their experience and developing life and career skills. We reward hard work, commitment and results.

Responsibilities:

- Customer service including responding to customer inquiries regarding their fuel account and delivery requests
- Account administration
- Special projects and general clerical duties including filing and data entry
- Preparing and reviewing paperwork required for new account openings and daily fuel deliveries
- Processing and posting payments made by customers
- Preparing deposits
- Assisting with month-end statement preparation and filing

Qualification:

We are looking for people with the following attributes:

- Strong customer service skills
- Patience and the ability to communicate effectively in person, by email 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 both independently and as a part of the team
- 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

How to Apply:

Any way you like! On-line through Indeed, at www.peninsulaco-op.com, in person at the Cardlock office at 6764 Oldfield Road.

Please direct questions to Sharon Schulz, Accounts Receivable Supervisor, 250-544-2951; or sharon@peninsulaco-op.com.

Deadline to Apply: May 26, 2022

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