

## Job Description – Customer Service Representative (Côté Gold Project)

**Reports to: Manager, Customer Experience**

### Overview

Reporting to the Manager, Customer Experience, the Customer Service Representative will be responsible for key day to day functions associated with receiving workers onto the mine site premises.

### Job Location Details

- Work will take place in Gogama, Ontario at the Côté Gold Mine.
- The Côté Gold Project is located in the Chester and Yeo Townships, District of Sudbury, in northeastern Ontario. It is approximately 20 km southwest of Gogama, 130 km southwest of Timmins, and 200 km northwest of Sudbury, roughly 5 km west of Highway 144.
- Shifts will be two weeks on, two weeks off rotating shifts- 12 hour shift daily.
- Travel and accommodation is provided. The project site is a dormitory style camp complex. Meals are provided.
- Bus Stop available in Timmins or Sudbury – buses will transport employees to site.

### Key Duties

- Greet workers in a friendly courteous manner and welcome them to the site.
- Ensure workers coming on and off property adhere to the sign in and out policies.
- Ensure workers are following COVID-19 procedures as per site mandate.
- Generate daily reports for various parties as needed.
- Ensure all workers coming onto property have a valid NORCAT card or NORCAT Safety Wallet App.
- Validate each worker's site access compliance.
- Inform workers of any daily bulletins on site.
- Troubleshoot sign in and out kiosk.
- Assist with data entry as needed.
- Ensure quality control / quality assurance of worker entry process.

### Qualifications:

- Must be 18 years of age or older.
- High school diploma/GED required.
- Excellent customer service/interpersonal skills.
- Strong teamwork and collaboration skills.
- Proficient in Microsoft Office suite (Word, Excel & Outlook).
- Must be willing to abide by all site requirements, including drug and alcohol testing and safety program requirements.
- Must have a valid driver's licence with clear driver's abstract.