Job Title: Customer Service Representative

Locations: -Customer Service Centre
- Saville Community Sports Centre

Position Type: Casual (approximately 10-16 hours per week)

Time Commitment: Must be available to work days, evenings and weekends on a regular basis. Days of work are from Monday-Sunday and include hours within the range of 5:30am-10:30pm.

Rate of Pay: $16.06 per hour

Responsibilities:
- Respond to patron inquiries regarding programs, events and general information while providing exceptional customer service
- Enter program registrations, process payments with excellent attention to detail
- Direct or respond to all incoming phone, fax and email inquiries/comments in a positive and welcoming way
- Demonstrate an overall understanding of the facilities used and direct people accordingly
- Conduct daily opening and closing procedures
- Help people from our community reach their goals by providing accurate and helpful information on all programming

Qualifications:
- High School Diploma required
- Strong front-line customer service skills
- Current Standard First Aid, CPR Level C and AED training is required
- Ability to work successfully in a busy, fast-paced environment where teamwork and good communication is required
- Knowledge of computers and relevant software applications (i.e. Google Apps, Microsoft Word & Excel, Intelligenz)
- Experience in recreation management software is an asset
- Strong cash handling skills and experience with the processing of cheques, debit and credit cards is an asset

Key Competencies
- Excellent verbal and written communication skills
- Problem solving skills
- Attention to detail
- Ability to talk easily with many people from diverse backgrounds on a daily basis

Submit your application, including your resume and cover letter, at uab.ca/ccrjobs.

We thank all interested applicants; however, only those applicants selected for an interview will be contacted. Hiring for these positions is done on a year round basis.