Customer Service Representative (Climbing Centre)

Customer Service personnel are responsible for the supervision of the Climbing Centre during drop in hours. Customer Service employees act as an ambassador for the University of Alberta, Faculty of Kinesiology Sport & Recreation, with the Climbing Centre. The provision of a safe, clean, accessible climbing environment is their primary responsibility; along with cash handling, closing duties and administration of waivers and orientations for new clients.

Overview of Duties:

- Supervision of the Climbing Centre during drop-in hours
- Administering waivers and Access Agreement forms to new climbers
- Signing in users during drop in times, selling term/ punch passes and checking for Bouldering, Top Rope or Lead accessibility in the POS – Intelli system
- Providing Bouldering and High Wall orientations to new facility users
- Answering the phone to respond to client’s inquiries
- Maintain the cleanliness of the Climbing Centre and ensure users are following the Rules and Regulations of the Climbing Centre
- Closing duties; including cash out, cleaning responsibilities, lock up and to communicate to the Supervisor any pertinent issues that arose during their shift
- Attend all in-services and staff meetings
- All duties outlined in the Customer Service job description

Qualifications:

- Standard First Aid (current within 2 years)
- CPR level ‘C’ (current within 1 year)
- Current Police Record Check
- Trained in Intelli preferable but, not necessary
- Customer Service skills and strong communication skills
- Cash handling skills and experience with processing cheques, debit and credit cards
- Good people skills and contagious enthusiasm for climbing

Terms of Employment:

15+ work hours per week. Starting wage is $15.79 + 4% vacation pay

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

To learn more about this and other positions available at Campus & Community Recreation, come to the CCR Job Expo on from February 24th – 26th. For information on times and locations of the Job Expo, visit uab.ca/ccrjobs.

We thank all interested applicants; however, only those applicants selected for an interview will be contacted.