Customer Service Representatives (Part-time)

Toronto Pan Am Sports Centre is a world-class sport and recreation venue that proudly hosted the international community for the 2015 Pan Am and Parapan Am Games and the 2017 Invictus Games and continues to host provincial, national and international events. The facility is also an amazing place to join hundreds of professionals who look to develop their career in an exciting and rewarding environment. For more information visit www.torontopanamsportscentre.ca.

Toronto Pan Am Sports Centre Inc. is currently seeking Part-Time Customer Service Representatives to join our team!

The key responsibilities of the role include, but are not limited to: providing information and answer questions about Toronto Pan Am Sport and its guest; processing memberships; conducting tours; assisting with program information and registration; accurately reconciling daily cash; participating in delivery of services to members to ensure excellence; escalating issues to Lead Customer Service Representative, Supervisor or Manager as necessary; communicating in a friendly and courteous manner when answering phones, transferring calls and taking messages; maintaining a clean, supplied and organized member service desk; overseeing member access; acting as a representative on behalf of the University of Toronto Scarborough Campus and City of Toronto; attending all training sessions; and other duties as assigned.

The successful candidate(s) will possess the following skills and qualifications:

- Completion of High School Diploma or equivalent;
- Minimum of one year of experience in membership service, customer service, or retail;
- Problem solving, decision making, multi-tasking, and time management skills;
- Outstanding interpersonal and communication skills;
- Ability to handle difficult situations and customer concerns with confidence;
- Strong computer proficiency; preference given to those with experience in CLASS, EZ Facility, Slack and Desk software;
- Knowledge of UTSC and City of Toronto computer applications, policies and procedures preferred;
- A friendly, outgoing, and welcoming personality and
- Current Standard First Aid/CPR C/AED Training

Three professional references will be required and a Vulnerable Persons police records check will be required for the successful candidate(s).

**Hours of work:** The successful candidate(s) must be available to work daily shifts between the hours of 4:45am to 12:00am weekends included.
HOW TO APPLY
Please submit your cover letter and resume to the attention of Monique Mitchell, Customer Service Supervisor by August 20, 2018.

CONTACT INFORMATION
Monique Mitchell
Customer Service Supervisor
Toronto Pan Am Sports Centre
875 Morningside Avenue
Scarborough ON M1C 0C7
E-mail: mmitchell@tpasc.ca

Toronto Pan Am Sports Centre Inc. is committed to creating an accessible organization and facility by removing barriers for individuals with disabilities. If you have any accessibility requirements or questions, whether as an employment candidate, volunteer, user of the facility or business partner, please contact us at info@tpasc.ca.

We thank all applicants that apply, however only those being considered for an interview will be contacted.