Lead Customer Service Representative

Toronto Pan Am Sports Centre Inc. is currently seeking a full-time Lead Customer Service Representative to join our team!

The key accountabilities of the role include, but are not limited to:

- Provide information and answer questions about the Toronto Pan Am Sports Centre and its services;
- Oversee user access; acting as a representative on behalf of the University of Toronto Scarborough Campus and City of Toronto;
- Oversee the customer service standards set in place and ensure all customer service employees adhere to the customer service standards;
- Process memberships in an accurate and timely manner;
- Maintain memberships by updating account information;
- Inform users of deals and promotions;
- Conduct tours; ensure collection of data and follow-up executed to covert to member;
- Resolve service problems by clarifying the users complaint; determine the cause of the problem; select and explain the best solution to solve the problem; expedite correction or adjustment; and escalate issues to supervisor or manager as necessary;
- Mentor part time customer service staff;
- Provide information to management on feedback obtained by listening to users’ needs and suggestions;
- Accurately reconcile daily cash;
- Participate in delivery of services to members to ensure excellence;
- Create an outstanding customer service environment;
- Motivate members to become more involved;
- Communicate in a friendly and courteous manner when answering phones;
- Transfer calls and take messages;
- Maintain a clean, supplied and organized member service desk;
- Attend all training sessions;
- Assist in leading and organizing group and individual staff trainings;
- Resolve escalations and support part-time employees with difficult clientele;
- Review log and resolve Accounts Receivables;
- Perform monthly data collection of cancellations, renewals and overall membership numbers;
- Responsible for overseeing package sales and continuously update information and communicate with clients on renewal options;
• Responsible for communicating with new members to welcome and follow-up customer service calls throughout the year;
• Assist in group tours and oversee special events organization and access;
• Assist in recruiting, interviewing and training new part time staff;
• Follow and help enforce all TPASC protocols regarding Covid 19;
• Understand, support and adhere to Company policies, programs, and procedures;
• Comply with all legislative requirements (e.g. Occupational Health and Safety Act, Human Rights Code, Employment Standards Act, etc.) and other duties as required.

The successful candidate will possess the following qualifications:

• High school diploma, general education degree or equivalent.
• Completion of post-secondary education is considered an asset;
• 3 years of previous customer service experience
• Previous experience working in a sport and recreation facility is considered an asset;
• Customer oriented and ability to adapt/respond to different types of personas;
• Strong communication, presentation and writing skills
• A strong ability to problem solve, multi task and perform well under high pressure situations
• A positive attitude, highly motivated and energetic
• Efficient in MS Office and Internet. Experience with CLASS, Fusion and EZ Facility an asset.
• Current Standard First Aid/CPR C/AED Training
• Preferred knowledge of UTSC and City of Toronto computer applications, policies and procedures.

Three professional references will be required and a Vulnerable Person police record check will be required for the successful candidate. The successful candidate will receive a competitive compensation package.

The successful candidate 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, resume and salary expectations to the attention of Anthony Seymour, by September 16, 2021.

E-mail address: aseymour@tpasc.ca
The Toronto Pan Am Sports Centre is located at:
875 Morningside Avenue
Scarborough, ON M1C 0C7

OUR HISTORY

A legacy of the 2015 Toronto Pan Am and Parapan Am Games, Toronto Pan Am Sports Centre is operated by a corporation co-owned by the City of Toronto and the University of Toronto. The world-class facility was the largest sport new-build for the Games and the largest infrastructure investment in Canadian amateur sport history. Toronto Pan Am Sports Centre delivers extensive programming that serves recreational and community groups, university students, high performance athletes, as well as fitness centre clientele. The building’s 312,000 square-feet includes two internationally sanctioned 10-lane 50-metre pools, a world-class dive pool and dry-land dive training facilities, a four-court gymnasium, a rock climbing wall, an indoor running track, conditioning rooms, a high performance testing centre, studio spaces, and a state-of-the-art fitness centre for members. The Canadian Sport Institute Ontario (CSIO) is located at Toronto Pan Am Sports Centre and provides world-leading sport science and sport performance services. Toronto Pan Am Sports Centre opened to community users, University of Toronto faculty, staff and students, City of Toronto program users and high performance in September 2014. For more information visit www.torontopanamsportscentre.ca

Toronto Pan Am Sports Centre Inc. is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability. Toronto Pan Am Sports Centre Inc. will provide, on request, accommodations for disabilities to support your participation in all of our Recruitment Process.

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