Customer Service Representatives (Part-time)

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 Sports Centre; 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. Additional responsibilities may include COVID related access screening and contract tracing tracking.

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, Fusion, EZ Facility, Salesforce and Slack software;
- Knowledge of UTSC and City of Toronto computer applications, policies and procedures preferred;
- A friendly, outgoing, motivated 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).

HOUR OF WORK

The successful candidate(s) must be available to work daily shifts between the hours of 4:45am to 12:00am including weekends.

HOW TO APPLY

Please submit your cover letter and resume to the attention of Anthony Seymour, Customer Service Supervisor by August 23, 2021.
CONTACT INFORMATION

Anthony Seymour
Customer Service Supervisor
Toronto Pan Am Sports Centre
875 Morningside Avenue
Scarborough ON M1C 0C7
E-mail: aseymour@tpasc.ca

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 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.