



A PARTNERSHIP OF THE CITY OF TORONTO AND
THE UNIVERSITY OF TORONTO SCARBOROUGH

Toronto Pan Am Sports Centre Inc. is currently seeking a full-time **Manager, Customer Experience** to join our team!

The Manager, Customer Experience will be responsible, through ongoing research, implementation and evaluation, to provide the framework for optimal customer experience for all. The Manager will collaborate with all departments of Toronto Pan Am Sports Centre Inc., City of Toronto Parks, Forestry & Recreation, and UTSC Athletics & Recreation to improve customer experience for all guests at the Toronto Pan Am Sports Centre.

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

- Be a custodian for the Customer Experience Plan while utilizing qualitative and quantitative data to create informed improvements
- Provide leadership and feedback to all departmental managers for customer experience, ensuring that issues are addressed within each department and followed up.
- Research best practices in customer experience externally, developing methods and processes for implementing within the Centre
- Mine internal data to better understand customer segments for marketing and retention understanding customer personas and journey maps of individual customers
- Develop methods for frontline staff at Toronto Pan Am Sports Centre to share insight into customer issues
- Working with Human Resources oversee the TPASC digital training platform including creating training modules for departments, along with the development and implementation of training programs for employees regarding duties and customer service standards.
- Provide the voice of the customer to senior management by collecting customer information and analyzing customer needs
- Work directly with Manager of Customer Service and the Customer Service department to resolve any customer issues
- Review new and existing building policies to ensure they are fair and equitable
- Provide recommendations for improving equity through training and external resources
- Work with the Manager of Partnerships to execute the Community Strategy including building Community Fund through Local Corporate Support and Partnerships
- Provide feedback to the Director, Business Development for gaps or omissions in data
- Working with the Director, Business Development and with academic institutions drive research in advancing sport.
- Develop/adjust co-op/internship program for the entire organization to allow for a simplified process and success for both TPASC staff and students
- Maintain a safe work environment

What we Need From You:

- Completion of a bachelor's degree
- Minimum of eight (8) years of leadership experience in customer service, retail or marketing;
- Excellent problem solving, multitasking and time management skills
- Strong project management skills, capable of developing & executing plans
- Outstanding interpersonal and communication skills
- Ability to present information and facilitate training
- A positive attitude and customer centric focus
- Efficient in MS Office and Internet. Experience with CLASS. EZ Facility and Fusion an asset
- Understanding in API's, SQL database, tableau and other systems is an asset
- A background with EDI would be an asset
- Current Standard First Aid/CPR C/AED Training
- Ability to handle difficult situations and customer concerns with confidence

The successful candidate will be required to obtain a Vulnerable Sector Check as well as show proof of COVID-19 Vaccinations subject to any exceptions due to bona fide protected grounds under the Human Rights Code.

At the Toronto Pan Am Sports Centre Inc. We Can Offer You:

- A Comprehensive Benefits Package including Medical, Dental, Vision, Life, AD&D Insurance, Disability coverage, and Travel Insurance
- Employer RRSP Contribution
- Complimentary Fitness Centre Membership
- Training and Development including Education Assistance Reimbursement
- Employee Assistance Program
- Corporate Events
- Staff discounts on items such as mobility, clothing, events, etc.

How To Apply

Please submit your cover letter and resume by email on or before August 31, 2022, to the attention of: Parrish Offer, Director of Business Development.

E-mail: poffer@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 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.

Toronto Pan Am Sports Centre
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