

Mastercard Centre for Hockey Excellence
Job Opportunity: Customer Service Representative



Part-Time (Evenings & Weekends)
10-15 hours/week
\$18.00/hour

Job Scope

Reporting to the Facility Coordinator, this is an administration and general facility support position. Customer Service Representatives must maintain professionalism, organization, and accuracy. This is a keyholder role and requires someone who is approachable and confident, with the ability to work independently and within a team. You must be comfortable with being accessible around the facility to provide customer service, staff support, and on-site supervision. Being a sports-oriented, business-minded, problem solver is a definite asset.

Key Duties & Responsibilities

- Opening, closing, and building supervision procedures, ensuring safety standards are prioritized.
- Greet customers, answer phones, and facilitate online communications.
- Utilization of facility scheduling software to prepare rental contracts and manage customer database.
- Coordinate facility dressing room allocations and daily ice schedule sheets.
- Relationship development with facility visitors, user groups, partners, tenants, and prospective clients.
- Intake and sorting of facility deliveries on behalf of tenants.
- Cash handling, including cheque and credit card payment processing.
- Negotiate sale opportunities and identify new business to generate additional revenue.
- Curate marketing content for website, social media, and email campaigns.
- Coordinate and supervise drop-in program sessions, addressing any program-related issues.
- Seek customer insights and generate actionable feedback for management.
- Willingness to provide hands-on assistance, supporting other staff and all aspects of the facility.

Required Qualifications

- Customer service oriented with strong communication skills in person, over the phone, and online.
- Ability to work with high profile clientele and maintain professionalism at all times.
- Cash handling and payment processing, including proper management of sensitive information.
- Strong business acumen, with the confidence to make quick and logical decisions.
- Ability to coordinate successful collaborations, internally and externally, through teamwork approach.
- Proficient in general computer operations and online technology.

Assets & Nice To Haves

- Post-secondary education in recreation, sports, or business-related studies.
- Experience in a recreation facility/community centre setting and with ice-related sports.
- Working knowledge of facility booking software, such as RecTimes, MaxEnterprise, or CLASS.
- In tune with online marketing trends and social media communication strategies.

Perks

- Discounts on ice time, facility rentals, drop-in program entry, and snack bar purchases.

Please send cover letter/resume via email to:

Shaun Filippelli
Facility Coordinator, Lakeshore Arena Corporation
sfilippelli@lakeshorearena.ca

Information provided by or about candidates will be used only for candidate selection. We thank each applicant for taking the time and effort to apply. However, only candidates to be interviewed will be contacted.

Applications will only be accepted until 5:00pm on Friday, January 11, 2019.