

JOB OPPORTUNITY

Customer Service Representative Evenings & Weekends

The Saville Community Sports Centre is a multi-sport complex located on the University of Alberta South Campus. We are seeking Customer Service Representatives for 10-20 hours per week to work at one or both of our customer service desk locations.

Responsibilities will include:

- Responds to patron inquiries regarding membership, programs, events and general information on South Campus
- Directs or responds to all incoming phone, fax and email inquiries/comments
- Enters program registrations, memberships, takes payments and provides other information using CLASS Software
- Administers daily drop in for a variety of activities (taking payment, providing wristband, monitoring for wristbands)
- Overall understanding of the facility spaces on site and directing people accordingly
- Conducts daily opening and closing procedures
- Books tennis courts and curling practice ice
- Performs general office duties for the Saville Community Sports Centre
- Assists with projects, daily duties, member sign in and lockers

Qualifications

- High School Diploma
- **Current Standard First Aid, CPR Level C and AED training is required**
- Experience with CLASS Facility Software is preferable
- Superior customer service skills

Rate of Pay: Grade 1 - \$14.83/hr, plus 4% vacation pay, 3.46% (in lieu of STAT Holidays)

Please forward a resume and cover letter to:

Laurie Ennik, Administration Supervisor
Faculty of Physical Education and Recreation
11610 – 65 Avenue
University of Alberta
Edmonton AB T6E 2E1
Email: laurie.ennik@ualberta.ca

Positions will be held open until the suitable candidates are found.