



<b>Job Title:</b>	<b>Customer Service Representative</b>
<b>Location:</b>	Saville Community Sports Centre Campus and Community Recreation Faculty of Kinesiology, Sport, and Recreation
<b>Position Type:</b>	<b>Casual/Part Time</b>
<b>Time Commitment:</b>	Minimum 2 shifts/week (approx.. 10-12 hrs) Must be available to work evenings, weekends, STAT's
<b>Rate of Pay:</b>	<b>\$15.20/hr + 4% vacation pay, 3.46% stat pay, 1.5 Prem pay (for UofA Students)</b>

**Responsibilities:**

- Responds to patron inquiries regarding programs, memberships, events and general information on South Campus
- Enters program registrations, process payments, memberships and provides other information using Intelligenz Software
- Directs or responds to all incoming phone, fax and email inquiries/comments
- Has an overall understanding of the facilities used on South Campus and is able to direct people accordingly
- Books tennis courts and curling practice ice
- Administers daily drop-in for a variety of activities (taking payment, providing wristbands, monitoring for wristbands)
- Conducts daily opening and closing procedures
- Performs general office duties and assists with projects

**Qualifications:**

- High School Diploma required
- Strong front-line customer service skills
- Current Standard First Aid, CPR Level C and AED training is required
- Ability to work successfully in a busy, fast-paced environment where teamwork and good communication, organizational and interpersonal skills are required
- Knowledge of computers and relevant software applications (i.e. Google Apps, Microsoft Word & Excel)
- Experience in Intelligenz software is preferred
- Strong cash handling skills and experience with the processing of cheques, debit and credit cards is an asset

**Key Competencies**

- Professionalism, initiative and reliability
- Problem solving skills
- Attention to detail

**Application Procedures:**

- Email is the preferred method of submission
- Applications will be accepted on an ongoing basis
- We thank all interested applicants; however, only those applicants selected for an interview will be contacted

**Applications should be forwarded to:**

**Laurie Ennik**, Administration Supervisor  
Email: [laurie.ennik@ualberta.ca](mailto:laurie.ennik@ualberta.ca)