



### ***Customer Service Representatives (Part-time)***

Toronto Pan Am Sports Centre is a world-class sport and recreation venue that proudly hosted the international community for the Pan Am and Parapan Am Games. The facility is also an amazing place to join hundreds of professionals who look to develop their career in an exciting and rewarding environment.

A legacy of the 2015 Toronto Pan Am and Parapan Am Games, Toronto Pan Am Sports Centre (TPASC) 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. TPASC 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 TPASC and provides world-leading sport science and sport performance services. TPASC 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.tpasc.ca](http://www.tpasc.ca)

TPASC is currently seeking **part-time Customer Service Representatives** to join our team!

The key responsibilities of the role include, but are not limited to: processing memberships; conducting tours; assisting with program information and registration; accurately reconciling daily cash; participating in delivery of services to members to ensure excellence; creating an outstanding customer service environment; motivating members to become more involved; 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.

The successful candidate(s) will possess the following skills and qualifications:

- Completion of High School Diploma; preference will be given to those with a post-secondary diploma or in the process of achieving within the field of Recreation, Sport Management or Health and Fitness;
- Minimum of two years' experience in membership service, customer service, or retail;
- Experience with cash handling, deposits, balancing floats, and processing payments;
- Superior 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 skills; specifically CLASS and EZ Facility;
- Knowledge of UTSC and City of Toronto computer applications, policies and procedures preferred;
- A friendly, outgoing, and welcoming personality;
- Current Standard First Aid/CPR C/AED Training.

Those selected for an interview will be required to undergo practical and consistency testing.

Three professional references will be required and a Vulnerable Persons police records check will be required for the successful candidate(s).

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

**Reports to:** Customer Service Supervisor

#### **HOW TO APPLY**

Please submit your cover letter and resume to the attention of Brittany Adamic, Customer Service Supervisor by August 13, 2017

#### **CONTACT INFORMATION**

Brittany Adamic  
Customer Service Supervisor  
Toronto Pan Am Sports Centre  
875 Morningside Avenue  
Scarborough ON M1C 0C7  
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*TPASC 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](mailto:info@tpasc.ca).*

*We thank all applicants that apply, however only those being considered for an interview will be contacted.*