



### ***Customer Service Supervisor***

Toronto Pan Am Sports Centre Inc. is currently seeking a **Full Time Customer Service Supervisor** to join our team! The Customer Service Supervisor will be responsible for providing customer service to all guests of the Toronto Pan Am Sports Centre, implementing daily work duties for customer service staff as well as providing facility tours, membership information and program and registration information. They will schedule and process payroll and work with the Manager, Customer Experience on recruitment, training and performance management for the department.

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

- Assist Manager with evaluating customer service systems and processes and overseeing all aspects of supervising staff to maintain an efficient positive work environment;
- Assist the Manager to address personnel issues by analyzing data, investigating issues, identifying solutions and recommending actions;
- Assist in the recruitment, selection, orientation and training of full-time and part-time staff;
- Lead the Customer Service team to understand the expectations and objectives of Toronto Pan Am Sports Centre; assist managing performance of staff when needed;
- Scheduling of part time customer service staff;
- Supervise daily cash handling, accurately reconcile cash and ensure secure handling of access cards, parking passes and floats;
- Complete weekly payroll verification and assist other associated payroll duties as needed;
- Act as liaison between Toronto Pan Am Sports Centre, City of Toronto, UTSC and all other stakeholders to ensure efficient coordination and dissemination of information;
- Participate in the delivery of services to Toronto Pan Am Sports Centre members to ensure excellence;
- Assist Customer Service Representatives in their administrative tasks and at the front counter during peak times and for break coverage when required;
- Communicate in a friendly and courteous manner at all time, in person and on the phone;
- Communicate and promote health and safety awareness to coworkers and facility users;
- Oversee member access and respond appropriately to resolve any issues or conflicts;
- Oversee locker rental designation, reporting, organization and troubleshooting;
- Understand, support and adhere to Toronto Pan Am Sports Centre policies, programs, and procedures;
- Comply with all legislative requirements (e.g. *Occupational Health and Safety Act, Human Rights Code, Employment Standards, Act, 2000*, as amended and other duties as assigned and other duties as assigned.

The successful candidate will possess the following qualifications:

- Completion of a high school diploma with some post-secondary education. A degree in health, fitness or recreation is preferred.
- Minimum of four (4) years of experience in membership services, retail or marketing with two (2) years in a supervisory capacity with demonstrated leadership experience.
- Excellent problem solving, multitasking and time management skills;
- Outstanding interpersonal and communication skills;
- Ability to handle difficult situations and customer complaints with confidence;
- Current Standard First Aid and CPR C/AED;
- Strong computer skills (Word, Excel, PowerPoint);
- Experience in CLASS, EZ Facility, Fusion, Slack and Desk software considered an asset;
- Experience with UTSC and City of Toronto computer application, policies and procedures considered an asset;
- Ability to motivate and lead a team of full-time and part-time staff members;
- Ability to work flexible hours including weekend and extended hours as required.

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

#### **HOURS OF WORK**

The successful candidate must be able to work Wednesday to Sunday from 12:30 p.m. to 8:30 p.m. Must be flexible to work additional hours and days as required.

#### **HOW TO APPLY**

Please submit your cover letter and resume to the attention of Lyndsay Ezard, Manager Customer Experience by Monday, March 18, 2019.

#### **CONTACT INFORMATION**

Lyndsay Ezard, Manager Customer Experience  
Toronto Pan Am Sports Centre  
875 Morningside Avenue  
Toronto ON M1C 0C7  
E-mail: lezard@tpasc.ca

#### **OUR HISTORY**

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)

Toronto Pan Am Sports Centre Inc. 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).