



Lead Customer Service Representative (Full Time)

Toronto Pan Am Sports Centre is a world-class sport and recreation venue that proudly hosted the international community for the 2015 Pan Am and Parapan Am Games and the 2017 Invictus Games and continues to host provincial, national and international events. The facility is also an amazing place to join hundreds of professionals who look to develop their career in an exciting and rewarding environment. For more information visit www.torontopanamsportscentre.ca.

Toronto Pan Am Sports Centre Inc. is currently seeking a **Full Time Lead Customer Service Representative** to join our team!

The key accountabilities of the role include:

- Provide information and answer questions about the Toronto Pan Am Sports Centre and its services
- Provides customer service, including membership sales, program registration and guest pass sales
- Oversee user access; acting as a representative on behalf of the University of Toronto Scarborough Campus and City of Toronto
- Oversee the customer service standards set in place and ensure all customer service employees adhere to standards
- Provides on the job orientation, support and direction to part time staff, as needed, in all aspects of day-to-day operations
- Assist in recruiting, interviewing and training new part time staff and other duties as required
- Conduct tours; ensure collection of data and follow-up executed to convert to member
- Resolve service problems by clarifying the users complaint; determine the cause of the problem; select and explain the best solution to solve the problem; expedite correction or adjustment; and escalate issues to supervisor or manager as necessary
- Provide information to management on feedback obtained by listening to users' needs and suggestions
- Accurately reconcile daily cash, credit and debit transactions
- Participate in delivery of services to members to ensure excellence
- Communicate in a friendly and courteous manner in person, when answering phones, transferring calls and taking messages
- Maintain a clean, supplied and organized customer service desk
- Assist in developing, organizing and leading group and individual staff trainings
- Troubleshoots and problem solves where required and supports part-time employees with difficult interactions
- Directs questions to appropriate staff, as required
- Review log and resolve Accounts Receivables

- Perform monthly data collection of cancellations, renewals and overall membership numbers
- Responsible for communicating with new members to welcome and follow-up customer service communication providing renewal options
- Assist in group tours and oversee special event organization and access
- Understand, support and adhere to Company policies, programs, and procedures
- Comply with all legislative requirements (e.g. Occupational Health and Safety Act, Human Rights Code, Employment Standards Act, etc.)

The successful candidate will possess the following qualifications:

- High school diploma, general education degree or equivalent
- Completion of post-secondary education is considered an asset
- 3 years of customer service experience
- Customer oriented and ability to adapt/respond to different types of personas
- Strong communication, presentation and writing skills
- A strong ability to problem solve, multi task and perform well under high pressure situations
- A positive attitude, highly motivated and energetic
- Experience working in a sport and recreation facility is considered an asset
- Efficient in MS Office and Internet. Experience with CLASS and EZ Facility considered an asset
- Knowledge of UTSC and City of Toronto computer applications, policies and procedures considered an asset
- Current Standard First Aid/CPR C/AED Training

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.

How to Apply:

Please submit your cover letter. Resume and salary expectations to the attention of Lyndsay Ezard, Manager, Customer Experience by Friday, June 7, 2019.

Contact Information:

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

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