



Manager, Customer Experience

Toronto Pan Am Sports Centre Inc. is currently seeking a **Full Time Manager, Customer Experience** to join our team! The Manager, Customer Experience will be responsible, through ongoing research, implementation and evaluation, to collaborate with all departments of Toronto Pan Am Sports Centre Inc., City of Toronto Parks, Forestry & Recreation, and UTSC Athletics & Recreation to improve customer experience for all guests at the Toronto Pan Am Sports Centre. The Manager, Customer Experience will also oversee the customer service desk operations.

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

Customer Experience

- Understand and create a seamless experience for customers regardless of the services they are utilizing at the Toronto Pan Am Sports Centre
- Research best practices in customer experience externally, developing methods and processes for implementing within the Centre
- Mine internal data to better understand customer segments for marketing
- Understand different customer persona's and journey maps of individual customers
- Internally, develop methods for frontline staff at Toronto Pan Am Sports Centre to share insight into customer issues
- Prioritize importance of matters with customer experience for Toronto Pan Am Sports Centre
- Liaise with all appropriate staff to improve customer experience in each department
- Ensure that issues are addressed within each department and follow up to ensure continued success
- Develop and implement training programs for employees regarding duties and customer service standards
- Oversee customer service standards set in place for Toronto Pan Am Sports Centre as well as making recommendations to grow
- Assist in companywide training of employees in customer experience standards
- Respond or assist in response to customer issues and complaints for Toronto Pan Am Sports Centre
- Create an outstanding customer service environment
- Evaluate customer communication including website, phone, and social media as it relates to customer experience.
- Assist in maximizing fitness centre membership retention
- Make recommendations to senior management by collecting customer information and analyzing customer needs

Customer Service Desk Operations

- Provide the leadership required to ensure effective use of practices, procedures, policies, controls, methods and tools while striving to attain objectives set out in the operational plan
- Resolve service problems by clarifying the customer's concern; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Create budget and framework for the scheduling of full and part time customer service staff
- Aid in weekly payroll verification
- Oversee cash handling policies and procedures
- Oversee locker rental designation, collection and organization
- Assist with program information and registration
- Oversee member access
- Participate in the delivery of services to Toronto Pan Am Sports Centre members to ensure excellence
- Attract, hire, retain and develop talented and passionate Customer Service staff
- Drive results by implementing appropriate performance expectations/management
- Recognize and motivate employees to ensure a positive work environment
- Solicit ideas and opportunities from the team to improve service
- Maintain a clean, supplied and organized customer service desk
- Educate and direct staff on the use of equipment and resources
- Communicate and promote health and safety awareness to coworkers and subordinates
- Solve personnel problems by analyzing data, investigating issues, identifying solutions and recommending actions
- Maintain a safe work environment
- 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, 2000*, etc.) and other duties as required

The successful candidate will possess the following qualifications:

- Completion of a bachelor's degree
- Minimum of eight (8) years of leadership experience in customer service, retail or marketing;
- Excellent problem solving, multitasking and time management skills
- Strong project management skills, capable of developing & executing plans
- Outstanding interpersonal and communication skills
- Ability to present information and facilitate training
- A positive attitude and customer centric focus
- Efficient in MS Office and Internet. Experience with CLASS. EZ Facility and Fusion an asset
- Understanding in API's, SQL database, tableau and other systems is an asset
- Current Standard First Aid/CPR C/AED Training
- Ability to handle difficult situations and customer concerns with confidence

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

HOW TO APPLY

Please submit your cover letter and resume to the attention of Parrish Offer, Director of Business Development by January 17, 2019.

CONTACT INFORMATION

Parrish Offer, Director of Business Development
Toronto Pan Am Sports Centre
875 Morningside Avenue
Toronto ON M1C 0C7
E-mail: poffer@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

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.