



**UNIVERSITY OF TORONTO**  
**FACULTY OF KINESIOLOGY & PHYSICAL EDUCATION**

**Casual Customer Experience Representative**

*Are you looking for challenging, meaningful work in a supportive and diverse environment? Are you looking for a career at one of Canada's top employers? Work where the world comes to think, discover and learn. Consider a career at the University of Toronto.*

*The University of Toronto is strongly committed to diversity within its community and especially welcomes applications from racialized persons / persons of colour, women, Indigenous / Aboriginal People of North America, persons with disabilities, LGBTQ persons, and others who may contribute to the further diversification of ideas.*

<b>Deadline:</b>	June 8, 2025
<b>Number of Positions:</b>	1
<b>Rate of Pay:</b>	\$32.33/hour
<b>Position Start Date:</b>	July 2, 2025
<b>Position End Date:</b>	October 24, 2025
<b>Number of Hours per week:</b>	Up to 36.25 Wednesday-Friday 12:30-8:15pm, Saturday/Sunday 8:45am-4:30pm
<b>Classification:</b>	Casual, Full-time, USW-union
<b>Summary:</b>	<p>Under the general direction of the Manager and/or Assistant Manager(s) of Customer Experience, the incumbent provides a wide range of customer service and administrative duties including but not limited to: reception and support for customers and staff; program registration assistance; facility access control; and providing general information on the continuum of programs, services and events offered by the Faculty of Kinesiology and Physical Education.</p> <p>The successful candidate is responsible for the accurate, efficient and friendly delivery of customer service to all current and prospective customers and must be confident dealing with difficult situations involving students and non-students.</p> <p>The Customer Experience Assistant promotes the Faculty's mission, goals and values to facilitate an inclusive and welcoming environment consistent with the Faculty's implementation of equity, accessibility and ethno-cultural initiatives.</p> <p>While representing the Faculty, the incumbent projects a positive, welcoming and professional image at all times.</p> <p>U of T students will have the opportunity to have this position be validated on the co-curricular record (<a href="http://www.ccr.utoronto.ca">www.ccr.utoronto.ca</a>).</p>

<b>Minimum Qualifications:</b>	<p><b>Education:</b> Minimum high school diploma achieved; post-secondary education preferred.</p> <p><b>Experience:</b> Customer service and point-of-sale experience is required. Must be comfortable working with the public in a high volume, fast-paced environment. Experience with Fusion recreation management software is preferred.</p> <p><b>Other:</b> Excellent communication skills (oral and written), strong interpersonal, problem solving, diplomacy skills and a proven ability to collaborate and participate effectively within a team; understanding of diversity and equity issues.</p> <p><b>Certifications Required:</b></p> <ul style="list-style-type: none"> <li>• <b>Standard First Aid;</b> issued by Canadian Red Cross, Lifesaving Society, or St. John's Ambulance dated not more than three (3) years prior to your start date</li> </ul>
<b>Method of Application</b>	Resume, certification, and cover letter to be emailed to <a href="mailto:cong.huynh@utoronto.ca">cong.huynh@utoronto.ca</a> Subject line should include title of position.
<b>Contact Information:</b>	<p><b>Richard Huynh</b>  <b>Assistant Manager of Customer Experience</b>  <b>Faculty of Kinesiology and Physical Education</b>  <a href="mailto:cong.huynh@utoronto.ca@utoronto.ca">cong.huynh@utoronto.ca@utoronto.ca</a></p>
<b>Date Posted:</b>	<b>May 26, 2025</b>
<b>Diversity Statement</b>	The University of Toronto embraces Diversity and is building a culture of belonging that increases our capacity to effectively address and serve the interests of our global community. We strongly encourage applications from Indigenous Peoples, Black and racialized persons, women, persons with disabilities, and people of diverse sexual and gender identities. We value applicants who have demonstrated a commitment to equity, diversity and inclusion and recognize that diverse perspectives, experiences, and expertise are essential to strengthening our academic mission.
<b>Accessibility Statement</b>	<p>The University strives to be an equitable and inclusive community, and proactively seeks to increase diversity among its community members. Our values regarding equity and diversity are linked with our unwavering commitment to excellence in the pursuit of our academic mission.</p> <p>The University is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA). As such, we strive to make our recruitment, assessment and selection processes as accessible as possible and provide accommodations as required for applicants with disabilities.</p> <p>If you require any accommodations at any point during the application and hiring process, please contact <a href="mailto:uoft.careers@utoronto.ca">uoft.careers@utoronto.ca</a>.</p>