



<b>Customer Experience Assistant</b>	
<p><i>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.</i></p> <p><i>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.</i></p>	
<b>Deadline:</b>	<b>Oct 1, 2021</b>
<b>Number of Positions:</b>	<b>1-3</b>
<b>Rate of Pay:</b>	<b>\$27.73</b>
<b>Position Start Date:</b>	<b>October 4, 2021</b>
<b>Position End Date:</b>	<b>January 15, 2022</b>
<b>Number of Hours per week:</b>	<b>Up to 36.25</b>
<b>Classification:</b>	<b>Casual USW</b>
<b>Summary:</b>	<p>Reporting to the Manager of Customer Experience, the Customer Experience Assistant is responsible for working co-operatively, in a team environment to deliver a high level of customer service to all current and potential members of the Athletic Centre.</p> <p>The incumbent's role is to project a positive, welcoming, and professional image at all times, representing the Faculty in an inclusive manner and to provide fast, efficient, and friendly customer service.</p> <p>Responsibilities include; program check-in and COVID-19 screening; using Fusion recreation management software system for membership sales, program registrations, processing towel and locker sales; responding to in-person and telephone inquiries from student and non-student members; monitoring client accounts ; responding to general student inquiries including confidential treatment of academic materials; maintaining information postings, handouts, publications and forms; distributing mail; photocopying; contributing to peer training; assisting with Child &amp; Youth programs; responding to KPE assistance inquiries; and other duties as assigned.</p>

<p><b>Minimum Qualifications:</b></p>	<p><b>Education:</b> College diploma or equivalent combination of education and experience.</p> <p><b>Experience:</b> Three (3) years of related experience with front-desk services in an athletic facility, including working with the public in a high volume, fast-paced environment, and processing transactions on Fusion recreation management software system; selling memberships, towel and locker service, processing registrations, and producing reports. Strong knowledge of the Faculty's Intramural, Intercollegiate, Instruction, Junior Blues, and Camp U of T programs and procedures is required.</p> <p><b>Skills:</b> Excellent communication, customer service and interpersonal skills; good decision-making and conflict resolution skills; ability to handle difficult situations with tact, diplomacy and discretion; ability to represent the best interests of the Faculty; understanding of diversity and equity issues; ability to maintain up-to-date knowledge of constantly changing events, programs, policies and procedures; ability to retain and apply information; ability to work with constant interruptions; ability to collaborate and work effectively in a team environment; and enthusiasm for mentoring casual staff.</p> <p><b>Other:</b> Excellent communication, customer service and interpersonal skills; good decision-making and conflict resolution skills; ability to handle difficult situations with tact, diplomacy and discretion; ability to represent the best interests of the Faculty; understanding of diversity and equity issues; ability to maintain up-to-date knowledge of constantly changing events, programs, policies and procedures; ability to retain and apply information; ability to work with constant interruptions; ability to collaborate and work effectively in a team environment; and enthusiasm for mentoring casual staff. Understanding of diversity and equity issues, excellent interpersonal, communication and customer service skills.</p> <p><b>U of T students will have the opportunity to have this position to be validated on the co-circular record. <a href="http://www.ccr.utoronto.ca">www.ccr.utoronto.ca</a></b></p>
<p><b>Method of Application</b></p>	<p>Resume and cover letter to be emailed to: <a href="mailto:todd.pepper@utoronto.ca">todd.pepper@utoronto.ca</a></p> <p>AND <a href="mailto:mandy.darcy@utoronto.ca">mandy.darcy@utoronto.ca</a></p> <p>Subject line should include title of position.</p>
<p><b>Contact Information:</b></p>	<p><b>Mandy D'Arcy</b>  <b>Manager, Customer &amp; Membership Services</b>  <b>416-978-7006</b>  <a href="mailto:mandy.darcy@utoronto.ca">mandy.darcy@utoronto.ca</a></p>
<p><b>Date Posted:</b></p>	<p><b>September 27, 2021</b></p>

