**Customer Service Assistant**

The University of Toronto is strongly committed to diversity within its community. The University especially welcomes applications from visible minority group members, women, aboriginal persons, persons with disabilities, members of sexual minority groups, and others who may contribute to the further diversification of ideas.

<table>
<thead>
<tr>
<th>Deadline:</th>
<th>Wednesday July 31, 2019</th>
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<tbody>
<tr>
<td>Number of Positions:</td>
<td>4 - 6</td>
</tr>
<tr>
<td>Rate of Pay:</td>
<td>$15.00/hour</td>
</tr>
<tr>
<td>Position Start Date:</td>
<td>August 6, 2019</td>
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<tr>
<td>Position End Date:</td>
<td>End of December 2019 with potential for extension.</td>
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<tr>
<td>Number of Hours per week:</td>
<td>4 – 14</td>
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<tr>
<td>Classification:</td>
<td>Part-time Temporary Employment</td>
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**Summary:**

**Position Description:**
Under the general direction of the Assistant Manager, Customer & Membership Services the Customer Service Assistant provides a wide range of administrative duties including but not limited to access control; membership sales; guest pass sales; processing transactions; reception for administrative, facility and intercollegiate staff; program registrations, and providing general information on the Faculty continuum of programs and events taking place at the Goldring Centre for High Performance Sport and Varsity Pavilion.

The successful candidate is responsible for the accurate, efficient and friendly delivery of customer service to all current and prospective members of the Goldring Centre for High Performance Sport and Varsity Pavilion.

This efficient and friendly service includes, but is not limited to, accurate response to telephone and in person inquiries, sales transactions including membership sales, registration for programs, locker & towel service sales, and response to general student inquiries.

The Customer Service Assistant provides administrative support for programs and events by answering questions by phone, email or in person; providing basic information or directing people to the appropriate offices for more detailed information.
**Additional Information:**
Shifts may begin as early as 6:30am and end as late as 11:30pm on weekdays and weekends. Work ranges from 4 to 14 hours per week depending on the time of year. Successful candidates must be available for one opening, closing and mid-day shift per week and work 1-2 shifts per week.

**Minimum Qualifications:**

**Education:** Minimum high school diploma achieved. University of Toronto St. George students enrolled for 2019/20 preferred.

**Experience:** Customer service and debit/credit card transactions is required. Must be comfortable working with the public in a high volume, fast-paced environment. Experience with Fusion software is an asset.

**Other:** Must be able to work evening and weekends as well as weekdays. Shifts could begin as early as 6:45 a.m. and end at 11:30 p.m. 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.

Must have successfully completed a current recognized Standard First Aid/CPR/AED certificate within the probation period.

U of students will have the opportunity to have this position be recorded on the co-circular record.

**Method of Application**
Resume and cover letter to be emailed to: cong.huynh@utoronto.ca

**Contact Information:**
Mr. Richard Huynh  
Assistant Manager, Customer & Membership Services  
Faculty of Kinesiology and Physical Education

**Date Posted:** July 2, 2019