UNIVERSITY OF TORONTO
FACULTY OF KINESIOLOGY & PHYSICAL EDUCATION

Casual Part Time Customer Experience Assistant	
Union	**USW**
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.	
Deadline:	**October 1, 2021**
Number of Positions:	**5-7**
Rate of Pay:	**$15.00/hour**
Position Start Date:	**Early October 2021 or earlier**
Position End Date:	**December 2021 with potential for extension.**
Number of Hours per week:	**Variable (up to 15)**
Classification:	**Part-time Temporary Employment**
Summary:	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 check in; Covid-19 health screening; 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. 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. 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. While representing the Faculty the incumbent projects a positive, welcoming and professional image at all times. U of T students will have the opportunity to have this position be validated on the co-curricular record (www.ccr.utoronto.ca).

	Special or Additional Information: Given the current changing operational needs created by existing health, safety and university guidelines, work schedules will be variable and subject to change on short notice.
Minimum Qualifications:	**Education:** Minimum high school diploma achieved. Full time University of Toronto students enrolled for 2021-22 school year preferred. **Experience:** 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 essential. **Other:** Must be available to work evenings and weekends as well as weekdays. Shifts may begin as early as 6:30 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.**
Method of Application	Resume and cover letter to be emailed to: cong.huynh@utoronto.ca. Subject line should include title of position.
Contact Information:	**Mr. Richard Huynh** **Assistant Manager of Customer Experience** **Faculty of Kinesiology and Physical Education**
Date Posted:	**September 14, 2021**