



UNIVERSITY OF TORONTO
FACULTY OF KINESIOLOGY & PHYSICAL EDUCATION



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, and persons with disabilities, members of sexual minority groups, and others who may contribute to the further diversification of ideas.	
Deadline:	Deadline to submit applications is September 12, 2018
Number of Positions:	4-6
Rate of Pay:	\$15.00/hour
Position Start Date:	September 17, 2018
Position End Date:	December 31, 2018 with potential for extension.
Number of Hours per week:	4-12
Classification:	Casual USW
Summary:	<p>Position Description:</p> <p>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.</p> <p>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.</p> <p>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 and guest pass sales, and response to general student inquiries.</p> <p>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.</p>

	<p>The successful candidate must be able to deal with difficult situations with students and members of the public and troubleshoot when needed.</p> <p>A positive, welcoming and professional image must be projected at all times in representing the faculty in a creative and inclusive manner.</p> <p>The Customer Service Assistant promotes the Faculty's mission, goals and values and to facilitate an inclusive and welcoming environment consistent with the Faculty's implementation of equity, accessibility and ethno-cultural initiatives.</p> <p>U of T students will have the opportunity to have this position be validated on the co-curricular record. www.ccr.utoronto.ca</p>
Minimum Qualifications:	<p>Education: Minimum high school diploma achieved. Full time University of Toronto students enrolled for 2018-19 school year preferred.</p> <p>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.</p> <p>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.</p> <p>Must have successfully completed a current recognized Standard First Aid/CPR/AED certificate within the probation period.</p>
Method of Application	<p>Resume and cover letter to be emailed to: Richard Huynh; cong.huynh@utoronto.ca</p>
Contact Information:	<p>Richard Huynh Assistant Manager, Customer & Membership Services 416-978-8866 cong.huynh@utoronto.ca</p>
Date Posted:	<p>August 29, 2018</p>