

Customer Service Representative

Organization:

Joe Doupe Recreation Centre, Recreation Services, Faculty of Kinesiology and Recreation Management, University of Manitoba

Primary Function

To provide quality customer service at the Joe Doupe Recreation Centre, University of Manitoba located at the Bannatyne Campus.

Duties and Responsibilities:

- Respond to in-person & telephone enquiries regarding memberships, Recreation Services programs, and general information etc.
- Manage customer concerns
- Data enter membership & program registration into Intelli database
- Process sundry item sales and payments through Intelli Point of Sale System
- Contact customers for changes in programming
- Files applications once registration has been processed.
- Loans out towels, keys, sporting equipment.
- Always looking for ways to improve customer service.
- Proactively manages customer issues by regularly (approximately every 45 minutes) walking through the facility.
- Communicates with customers so they know who to go to if there is a problem.
- Responds to and reports and inappropriate client behaviour.
- Contact customers regarding locker renewals.
- Clean out lockers as required
- Depending on shift; inspects and secures all rooms and doors at closing time or conducts opening building check and unlocks public areas approximately 30 minutes prior to the public opening time.
- Balances cash register on a shift-by-shift basis & prepares nightly deposit reconciliations.
- Well-versed in procedures for emergency situations (i.e., when fire alarm goes off, an ambulance needs to be called etc...)
- Current certification is required in Emergency First Aid and CPR. (Training will be provided)
- Perform other related duties as assigned or required.

Qualifications

- Minimum one year of directly related customer service and office experience which includes data entry, balancing money, and sales, preferably in a fitness-related environment. An acceptable equivalent combination of experience may be considered.

- Familiarity with cash handling and Point of Sale system required.
- Effective problem solving, interpersonal and verbal and written communication skills, with a solid client-service focus.
- Must have ability to function well in a team as well as independently.
- Must be a full-time U of M Student (min. 60% course load) for both Fall 2022 and Winter 2023.
- Must be comfortable working shift work during the hours of 5:45am to 10:30pm Monday to Friday, and 7:45am to 8:30pm on weekends.

If interested, please send a cover letter and resume to:

Adam.Toffan@umanitoba.ca

Thank you to all that apply, however we will only be contacting those who are qualified for interviews.