



Customer Service Associate - Level 3 (Shift Lead)

DATE: July 10, 2018

CLOSING DATE: July 19, 2018

DEPARTMENT: Cougar Athletics & Recreation

POSITION CATEGORY: Customer Experience

POSITION TYPE: Student Casual

WORKING TITLE: Customer Service Associate - Level 3

COMPENSATION: \$16.00 per hour

POSITION SUMMARY:

The Customer Experience area of the department utilizes a total team approach to create consistent, outstanding, individual experiences, with lasting emotional connections, throughout the Recreation Centre. The Customer Service Associate is an enthusiastic individual who has a positive attitude and takes pride in a job well done. They also have an outgoing, fun, yet professional attitude. You will be responsible for providing outstanding front line customer service to both internal and external customers in support of our Recreation and Athletic programs.

COMPLEXITY and CREATIVITY:

This position requires a person who is resourceful, has strong interpersonal skills and is able to multitask in a busy environment while still giving exceptional Customer Service. Shift leads will be held responsible for a higher degree of professionalism and job knowledge.

QUALIFICATIONS AND EXPERIENCE:

- Possess expert knowledge and experience pertaining to Mount Royal Recreation and Athletics
- Excellent communication, organizational and interpersonal skills.
- Ability to establish effective working relationships and work as a member of a team.
- Ability to supervise, coach and mentor coworkers
- Proven leadership qualities and attributes
- Advanced knowledge in ActiveNet

REQUIREMENTS:

- Must be a current student or attending classes at MRU
- Must have worked minimum two terms at the CSC
- Must be available to work a minimum of two Level 3 shifts per week.
- Must be available for opening, closing, and weekend shifts. *Opening shifts start at 5:30AM and closing shifts end at 11:30PM.
- Current Standard First Aid Certification and CPR Level C certification

POSITION DUTIES AND RESPONSIBILITIES:

- Act as the shift supervisor and leader at the CSC and Recreation facility
- Deal directly with customers face to face or by telephone
- Handle and resolve customer complaints and inquiries
- Provide information and retain knowledge about various memberships, programs, and services
- Work effectively in a team environment
- Expert experience performing CSA Level 1 & 2 duties and responsibilities
- Communicate with customers, staff, and management in a professional manner

JOB SPECIFIC DUTIES:

- Advanced knowledge using ActiveNet registration software
- Register and process payment for membership and program sales
- Complete daily deposit
- Complete daily SL tasklist
- Open and closing of the facility
- Perform various tasks assigned by direct supervisors or other Cougar Athletics & Recreation staff
- Assist with facility set up for courses and rental groups
- Work varying shifts (evenings/weekends) and either open or close twice per week
- Take a lead role in various first aid situations
- Coach and mentor CSA's

Please submit a cover letter and resume to Kyle Pearen via email (kpearen@mtroyal.ca) with the subject line: **First Name Last Name - CAR SL Application**

This posting will close on July 19, 2018