

**Position:** Customer Service Representative & Sport Ambassador

**Start Date:** As soon as possible

**Location:** 1 Donald Street, Ottawa at the Rideau Sports Centre (RSC)

**Status:** Part-time (including evenings and weekends), **minimum 16 hours per week**

**Compensation:** \$15/hour

**Application Deadline:** **August 9, 2021**

**Job Summary:**

Responsible for providing customer services in a recreation and wellness facility, acting as the first point of contact, including: processing registrations, bookings and point of sales operations; liaise with customers and clients of other departments to ensure quality customer service and quality customer experience; providing related administrative support to facility programs, as assigned.

**Duties and Responsibilities:**

- Interacting with clients and staff, in-person, by telephone and email in a pleasant, positive, informative and professional manner.
- Complete program registrations, facility bookings and point of sales operations
- Maintain client information, sports program and facility databases
- Maintain a high level of confidentiality with regards to client information.
- Resolve any client issues and/or escalate to management where appropriate
- Greet, COVID screen, and direct clients upon arrival
- Assist in administrative duties across all departments
- Remain up to date with programs and services offered at the sports centre in order to relay that information to clients
- Other duties as required

**Qualifications:**

- Completion of Grade 12
- Customer service experience is considered an asset
- Bilingualism is considered an asset

**Skills Required:**

- Highly organized and maintains a high level of professionalism at all times

- Skilled with the use of organizational software, including Microsoft Word, Excel and Teams
- Exceptional verbal and written communication skills
- Strong customer service skills
- Strong interpersonal skills

Rideau Sports Centre, is an inclusive employer in every way and we are committed to providing accommodations for people with disabilities. If you require an accommodation, please notify hiring manager and we will work with you to mutually address your needs.

Please email us your resume and cover letter to **hiring@rideausportscentre.com**. We thank everyone that applies, and will be reaching out to only those successful selected for an interview.