

## Customer Service Representative

### Campus Well-Being

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify the competition number they are applying for in the subject line of the email.

This competition may be used to establish a 12 month eligibility list of qualified candidates for future vacancies.

### DUTIES

Reporting to the Manager, Campus Well-Being, the Customer Service Representative (CSR) is the first point of contact for students, staff and visitors who engage with Campus Well-Being's facilities and programs. The CSR conducts facility tours and administers internal bookings, external rentals, fitness facility memberships and program registrations related to sport, fitness, recreation, and mental well-being. The incumbent provides prompt, friendly, professional, and efficient customer service in person, over the phone and via email. The CSR maintains accurate participant records, assists with the preparation of reports and prepares facility use agreements. Contributing to an inclusive environment, the CSR ensures a welcoming, accessible, respectful and safe environment for staff, students and visitors.

### REQUIRED QUALIFICATIONS

- One year college certificate or equivalent
- Experience working in a recreation, sport or fitness facility or community centre
- Experience in a customer service related role
- Understanding of user needs in order to provide excellent customer service
- Intermediate skills in MS Word, Excel, Teams and Outlook as well as the ability to learn new software
- Excellent event management skills, including planning, communications and execution
- Proven organization skills, including complex scheduling
- Excellent interpersonal skills with the demonstrated ability to proactively build relationships to enhance service delivery
- Ability to remember large amounts of information in order to answer customer inquiries
- Ability to work with a high degree of accuracy and attention to detail
- Superior written and verbal communication skills
- Values Diversity, Equity, and Inclusion
- Commitment to lifelong learning

### ASSETS

- Knowledge of how to use fitness and/or recreation equipment

### CONDITIONS OF EMPLOYMENT

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends
- Incumbent must hold a valid and Current CPR Certificate
- Incumbent must hold a valid and current First Aid Certificate
- May be required to work at various RRC campuses
- Incumbent must be able to lift/move over 50 lbs

RRC Polytech campuses are located on original lands of Anishinaabe, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation.

### COMPETITION NUMBER

2022-131

### CLOSING DATE

August 8, 2022

### SALARY

\$39,453 - \$53,997 per annum

### POSITION LOCATION

Notre Dame Campus  
(Winnipeg, MB)

### POSITION TYPE

Full-Time Position Available

### APPLY ONLINE AT

[rrc.ca/careers](http://rrc.ca/careers)

RRC Polytech is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits and the opportunity for personal and professional growth in a rewarding career.

At RRC Polytech we are committed to fostering an inclusive environment, where all employees and students feel valued, respected and supported. We aspire to have a workforce that is representative of the diversity within our communities, and welcome applications from women, Indigenous persons, racialized persons, persons with disabilities, persons of all sexual and gender identities and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

If you require this information in an alternate format, please contact [humanresources@rrc.ca](mailto:humanresources@rrc.ca).



RRC Polytech is committed to providing accessible employment, and ensuring that our recruitment, assessment and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs. We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit [rrc.ca/hr](http://rrc.ca/hr)