**Customer Service Representative – Campus Recreation**

Rebels Athletics and Recreation is looking for Customer Service Representatives for the North Gym on the Notre Dame Campus. While the classroom provides the FORMAL learning, out of classroom we help to provide the FORMATIVE learning creating a holistic experience for our students. Employment will help you develop and enhance easily transferable skills that future employers are looking for.

As a person with an interest and belief in Active Living you will perform high level of customer service; answering phones, customer inquiries, providing department-related information. Serve as initial contact resource for Campus Recreation and department inquiries. Assist with program, service and event registration. Issue and supervise equipment rentals. Assist in managing facility access. Assist in preparing for events. Assist Coordinators as required.

**Responsibilities:**

* Supports the day to day operations of the North Gym and Loft.
* Assists clients in accessing the various services offered.
* Set-up, tear-down and daily control of gym users and equipment.
* Controls the use of sports facilities by monitoring the booking schedule.
* Ensure facility rules are met and followed by facility users.
* Processes and documents services including facility memberships, rentals and locker/towel service.
* Launders towels and team uniforms as required.
* Reports safety and/or security concerns to the supervisor or to College Security.
* Distribute equipment to facility users and monitor the daily events for the entire gymnasium.
* Maintains organization of equipment storage rooms and reports unsafe or damaged equipment to the supervisor.
* Make regular checks of the facility for the participant’s safety and proper use of the equipment.
* Ensure proper I.D. requirement are met with facility users.
* Perform daily maintenance on the facility and the equipment as required.
* Monitors change rooms/washrooms for cleanliness and reports problems to Supervisor.
* Make regular checks of the facility for participant’s safety and proper use of the equipment.
* Provides information on all programs, memberships, hours of operation etc. as requested.
* Other related tasks as assigned.

**Required skills:**

Strong communication and interpersonal skills. **-** Post-secondary student. - Previous customer service experience an asset. **-** Computer knowledge, including Microsoft office and web-based programs. - Possess strong interpersonal and leadership skills. - Candidates must be organized, be conscientious, punctual and professional. **-** Willing to work flexible hours, including weekends and evenings. **-** Must be able to move and lift varying types of sporting equipment – floor covering, volleyball poles, badminton poles, fitness equipment, tables and chairs.

**Location:** Notre Dame Campus

**To apply:**

Submit Rebels Application Form, cover letter and resume to Shane Ray, Manager of Athletics and Recreation Services via email at shray@rrc.ca.