

Posting #25-003CC

Customer Service Representative Northern Sport Centre University Casual Pool

Purpose

Reporting to the Manager of the Northern Sport Centre (NSC), with functional supervision from the Member Services Coordinator. The Customer Service Representative provides customer service, support for programs and events, and general operational and facility care functions that are integral to the daily operations of the NSC. As part of our casual pool of employees available on an on-call basis, you may be called in to assist during peak periods, vacation or sick leave coverage.

Responsibilities

Duties include but are not limited to:

- Providing a welcoming, positive customer service experience for NSC Members and the general public;
- Assisting with sales activities and all reception desk duties:
 - Providing information on NSC facilities, services and memberships
 - Processing sales: memberships, drop-ins, personal training, programs and camps
 - Accurately and efficiently enter data and transaction records into the NSC's tracking and financial management system;
 - E-filing and organization of workstations
- Providing facility/event set up and user group transition services for UNBC Athletics and Intramurals, local sport organizations, and other user group or event organizers, as required;
- Daily cleaning and general care of fitness equipment, and organizing all training spaces;
- Conducting tours of the facility;
- Monitoring day to day cleanliness of the facility and report all deficiencies, equipment needs, and repairs;
- Opening and closing duties and securing the facility, depending on your scheduled shift;
- Other duties, including administrative and facility support functions as reasonably requested.

Qualifications

The successful candidate will possess the following:

- A high school diploma plus additional courses related to customer service, together with a minimum of 1 year related experience in a customer service environment, preferably in a multipurpose fitness, sport and recreation facility;
- Demonstrated excellence in customer service, the ability to prioritize, multitask and adapt to everchanging demands, both independently and in a team environment;

- Strong interpersonal skills, the ability to be sensitive to customers from various cultural backgrounds and age groups;
- Ability to effectively communicate in a professional manner
- Proficiency with point of sale systems and desktop applications (MS Office Suite) and relational databases;
- Must be willing and able to provide a clear Criminal Records Check and must have or be willing to obtain a valid Level 1 First Aid and CPR C/AED certification as recognized by Worksafe BC.
- Post-secondary education in Physical Education, Sport and Recreation, Human Kinetics, and/or certifications in sport coaching or fitness instruction and experience in sport and event set ups and transitions is highly desirable

An equivalent combination of education and experience will be considered.

Salary

This position has been classified at a Grade 4, \$28.18/hr. The casual hourly rate of pay shall be at Step 1 for the Grade when filling a position that has been rated by the Job Evaluation Committee.

As part of our Casual Pool, employees are available on an on-call basis, and may be called in to assist during peak periods, vacation, or sick leave coverage. Shifts could range between the hours of 5:30 am – 11:30 pm any day of the week, including weekends and holidays.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.



Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employee wellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #25-003CC in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be reviewed on an ongoing basis and as positions/ casual assignments become available. UNBC retains applications on file for 6 months. If you would like to withdraw your application, you may do so by contacting hrecruit@unbc.ca.