

**Lakeshore Arena Corporation (Ford Performance Centre)**  
**Job Opportunity: Customer Service Representative**



Part-Time (Evenings & Weekends)  
10-15 hours/week  
\$18.00/hour  
Start Date: September 2019

**Job Scope**

Reporting to the Facility Coordinator, this is a front-line administration and general facility support position. Customer Service Representatives must maintain professionalism, organization, and accuracy at all times. This is a keyholder role and requires someone who is approachable and confident, with the ability to work independently and within a team. You must be comfortable with being accessible and approachable around the facility to provide customer service, staff support, and on-site supervision. Being a sports-oriented, business-minded, problem solver is a definite asset. Experience in a sports, recreation, or community centre setting is preferred.

**Key Duties & Responsibilities**

- General facility supervision, overseeing business in the office and activities around the building.
- Customer interaction, including answering phones and facilitating online communications.
- Facility bookings and scheduling, preparing rental contracts and managing customer accounts.
- Coordinate dressing room allocations and prepare daily ice schedule sheets.
- Negotiate sale opportunities and identify new business to generate additional revenue.
- Drop-in program supervision, including registering participants and addressing program-related issues.
- Relationship development with visitors, user groups, partners, tenants, and prospective clients.
- Intake and sorting of facility deliveries both for the building and on behalf of tenants.
- Cash handling, including cheque and credit card payment processing.
- Seek customer insights and generate actionable feedback for management.
- Curate marketing content for website, social media, and email campaigns.
- Willingness to provide hands-on assistance, supporting other staff and all aspects of the facility.

**Required Qualifications**

- Experience in a recreation facility/community centre setting and a background in athletics.
- Customer service oriented with strong communication skills in person, over the phone, and online.
- Relationship development, including customer account creation and management.
- Ability to work with high profile clientele and maintain professionalism at all times.
- Cash handling and payment processing, including proper management of sensitive information.
- Strong business acumen, with the confidence to make quick and logical decisions.
- Ability to coordinate successful collaborations, internally and externally, through teamwork approach.
- Proficient in general computer operations, online technology, and digital communications.

**Assets & Nice To Haves**

- Post-secondary education in recreation, sports, or business-related studies.
- Working knowledge of facility booking software, such as RecTimes, MaxEnterprise, or CLASS.
- In tune with online marketing trends and social media communication strategies.

**Perks**

- Discounts on facility rentals, drop-in program entry, and snack bar purchases.

Please send cover letter/resume via email to:

Shaun Filippelli

Facility Coordinator, Lakeshore Arena Corporation

[sfilippelli@lakeshorearena.ca](mailto:sfilippelli@lakeshorearena.ca)

Information submitted will be used only for candidate selection. We thank each applicant for taking the time and effort to apply. However, only candidates to be interviewed will be contacted.