

**Ford Performance Centre (Lakeshore Arena Corporation)**

Customer Service Representative

\$18.00/hour

**PERFORMANCE  
CENTRE****Job Scope**

Reporting to the Facility Coordinator, this is a part-time administration and general facility support position at one of the most high-profile sports complexes in the Greater Toronto Area. Customer Service Representatives must maintain an elevated standard of professionalism, organization, and confidentiality at all times. The role requires someone who is personable, capable of working independently and as part of a team, with a balanced ability to think proactively and troubleshoot when necessary. Maintaining a presence on behalf of the facility is a must, to provide customer assistance, staff support, and on-site supervision. We are looking for a sports-oriented, business-minded, problem solver, who has experience within athletics.

**Key Duties & Responsibilities**

- Implementation and policing of all facility safety standards and guidelines
- Customer interaction and assistance in person, over the phone, and online
- General administration, including coordinating activity around the building
- Fielding rental requests and sourcing applicable booking options
- Coordinating ice time schedules, dressing room allocations, and event set-up details
- Drop-in program supervision, registering participants and overseeing program sessions
- Relationship development with prospective and current customers
- Intake and sorting of deliveries both for the building and on behalf of tenants
- Cash handling, including accepting cheques and processing credit/debit card payments
- Collaborating internally and externally, through an effective teamwork approach
- Funneling relevant customer feedback and inquiries to the appropriate channels

**Required Qualifications**

- Experience within a recreation facility/community centre setting
- Proven ability to maintain organization and timely communications
- Office administration duties, including account management
- Experience working with high profile clientele
- Cash handling and payment processing
- Strong decision-making skills, especially when under pressure
- General computer operations, online technology, and digital communications

**Assets & Nice-to-Haves**

- Post-secondary education in recreation, sports, or business-related studies
- Athletic background, specifically with experience in on-ice sports
- Working knowledge of facility booking software, such as RecTimes
- Strong business acumen, including sales and marketing experience

Our team is as equally passionate about sports as we are with providing such services and opportunities to our community. Do you share in that mindset? We want to hear from you!

**Please send cover letter/resume via email to:**

Shaun Filippelli

Facility Coordinator

Lakeshore Arena Corporation

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