

Ford Performance Centre
Employment Opportunity: Customer Service Representative



Part-Time (Evenings & Weekends)
2 – 4 days per week

Job Scope

Reporting to the Facility Coordinator, this is an administration and general facility support position. Customer Service Representatives must maintain professionalism, organization, and accuracy. This role requires someone who is approachable and confident, with the ability to work independently and within a team. You must be comfortable with being accessible 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.

Key Duties & Responsibilities

- Greet customers, answer phones, and facilitate online communications.
- Coordinate and supervise drop-in program sessions, addressing any program-related issues.
- Utilization of facility scheduling software to book ice and room rentals.
- Coordinate facility dressing room allocations and daily ice schedule sheets.
- Relationship development with facility visitors, user groups, partners, and tenants
- Intake and sorting of facility deliveries on behalf of tenants.
- Cash handling, including debit and credit card payment processing.
- Willingness to provide hands-on assistance, supporting other staff and all aspects of the facility.

Required Qualifications

- Customer service oriented with strong communication skills in person, and over the phone.
- Ability to be on ice for Saturday public skating. Skating may be required on occasion.
- 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 work with high profile clientele and maintain professionalism at all times.
- Proficient in general computer operations and online technology.

Assets & Nice To Haves

- Experience in a recreation facility/community centre setting and with ice-related sports.

Please send cover letter/resume via email to:

Adam Mahoney
Facility Coordinator, Lakeshore Arena Corporation
amahoney@lakeshorearena.ca

Information provided by or about candidates 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.