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CALGARY

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Customer Service Supervisor - Student Position

<https://outdoor-centre.ucalgary.ca>

We are looking for a Supervisor at the front desk of the Outdoor Centre and Client Services. This role functions in a supervisory capacity to staff working in the customer service area. The purpose of this position is to provide a leadership presence in the customer service area through interactions with clients, hourly staff, and management. This can involve setting an example for coworkers by demonstrating a high standard of initiative and professionalism in the execution of their duties. This includes being the frontline person to whom customers and staff would express any concerns, and then communicating these concerns with management where appropriate. Other roles for this position can include, but are not limited to, assisting with the customer service hiring, assisting with scheduling, providing training, and monitoring performance of 40-75 hourly staff. As this is a student position, flexibility will be given to class schedule and other varsity commitments, where applicable.

Salary Range: Operational/Administrative II of the AUPE Collective Agreement

Shifts: Shifts range from 10 - 22.5 hours a week

Responsibilities include:

- Taking the lead role in maintaining a high level of customer service at Client Services and Outdoor Centre operations.
- To effectively coordinate and supervise the workflow of customer service staff on a daily basis. This includes setting work priorities, allocating staff resources and supervision of the workflow of the customer service staff on a daily basis.
- Acts as the front-line authority who deals with customer complaints or exceptions to policies and procedures regarding equipment rentals or program registrations.
- Process program registrations, memberships, locker sales, equipment rentals, service/repair contracts, facility access control, train ticket sales and operation, as well as retail sales on the University computerized systems.
- Deals effectively with customer questions and complaints.
- Assisting with general office duties such as filing and clerical support.
- Performs technical inspection and maintenance work on a variety of outdoor equipment.
- Labels and stores rental equipment, performs inventory counts and reports back

Qualifications:

- Grade 12 minimum education
- A minimum of six months of professional experience working in the field of outdoor pursuits is required.
- A minimum of six months of professional experience working in either the sale or rental of outdoor equipment in two or more activity areas such as paddling, mountaineering, biking, hiking, climbing, skiing, or snowshoeing is required.
- Must be available for evenings and weekends shifts.

- Demonstrated experience handling cash and payment transactions
- High comfort level in a web-based environment.
- Experience in conflict resolution considered an asset.
- Experience with maintenance & repair of outdoor gear is an asset.
- Standard First Aid CPR-C is required.

To apply:

Please submit your resume and cover letter to activejobs@ucalgary.ca. Qualified applicants will receive an application form.