



**UNIVERSITY OF TORONTO**  
**FACULTY OF KINESIOLOGY & PHYSICAL EDUCATION**

<b>Casual Part Time Customer Experience Assistant</b>	
<b>Union</b>	<b>USW</b>
The University of Toronto is strongly committed to diversity within its community. The University especially welcomes applications from visible minority group members, women, aboriginal persons, persons with disabilities, members of sexual minority groups, and others who may contribute to the further diversification of ideas.	
<b>Deadline:</b>	April 15, 2024.
<b>Number of Positions:</b>	2 - 4
<b>Rate of Pay:</b>	\$18.00/hour.
<b>Position Start Date:</b>	Late April 2024
<b>Position End Date:</b>	September 2024 with potential for extension.
<b>Number of Hours per week:</b>	Morning Shifts 6:45am – 11am Evening Shifts 7pm – 12:30am
<b>Classification:</b>	<b>Part-time Temporary Employment</b>
<b>Summary:</b>	<p>Under the general direction of the Manager and/or Assistant Manager(s) of Customer Experience, the incumbent provides a wide range of customer service and administrative duties including but not limited to: reception and support for customers and staff; program check in; program registration assistance; facility access control; and providing general information on the continuum of programs, services and events offered by the Faculty of Kinesiology and Physical Education.</p> <p>The successful candidate is responsible for the accurate, efficient and friendly delivery of customer service to all current and prospective customers and must be confident dealing with difficult situations involving students and non-students.</p> <p>The Customer Experience Assistant promotes the Faculty’s mission, goals and values to facilitate an inclusive and welcoming environment consistent with the Faculty’s implementation of equity, accessibility and ethno-cultural initiatives.</p> <p>While representing the Faculty, the incumbent projects a positive, welcoming and professional image at all times.</p> <p>U of T students will have the opportunity to have this position be validated on the co-curricular record (<a href="http://www.ccr.utoronto.ca">www.ccr.utoronto.ca</a>).</p>

	<p><u>Special or Additional Information:</u></p> <p>Given the current changing operational needs created by existing health, safety and university guidelines, work schedules will be variable and subject to change on short notice.</p>
<b>Minimum Qualifications:</b>	<p><b>Education:</b> Minimum high school diploma achieved. Full time University of Toronto students enrolled for 2023-24 school year preferred.</p> <p><b>Experience:</b> Customer service and point-of-sale experience is required. Must be comfortable working with the public in a high volume, fast-paced environment. Experience with Fusion recreation management software is essential.</p> <p><b>Other:</b> Excellent communication skills (oral and written), strong interpersonal, problem solving, diplomacy skills and a proven ability to collaborate and participate effectively within a team; understanding of diversity and equity issues.</p> <p><b>Must have successfully completed a current recognized Standard First Aid/CPR/AED certificate within the probation period.</b></p>
<b>Method of Application</b>	<p>Resume and cover letter to be emailed to <a href="mailto:matt.srutwa@utoronto.ca">matt.srutwa@utoronto.ca</a></p> <p>Subject line should include title of position.</p>
<b>Contact Information:</b>	<p><b>Mr. Matt Srutwa</b> <b>Assistant Manager of Customer Experience</b> <b>Faculty of Kinesiology and Physical Education</b></p>
<b>Date Posted:</b>	<p><b>April 5th, 2024</b></p>