

EMPLOYMENT OPPORTUNITY

Assistant Supervisor, Customer Service Sport and Wellness

MacEwan University inspires students with a powerful combination of academic excellence and personal learning experiences – ours is a connected culture that focuses on learner-centered teaching, and on providing opportunities for students to grow and achieve.

The university provides a transformative education in a creative, collaborative and supportive learning environment. 19,000 full- and part-time students are enrolled in more than 65 programs: four-year undergraduate degrees, applied degrees, university transfer programs and one- and two-year diploma and certificates. Additional offerings include university preparation, English as an Additional Language, professional and personal development courses and workshops, corporate training and the Conservatory of Music.

Opportunity

Reporting to the Supervisor, Customer Service this position is responsible for administrative support, leadership, financial/cash management, providing high quality customer service, and creating a welcoming environment.

Main responsibilities include:

- Class maintenance, processing, reporting etc.;
- Account management;
- Financial processes, daily reconciliation and cash outs;
- Pro shop monitoring, maintenance and ordering;
- Staff schedules and time sheets;
- Providing feedback on and administering Welcome Desk procedures and operations;
- Responding to customer inquiries and complaints;
- Training, mentoring and assisting Customer Service Representatives;
- Processing memberships and registrations;
- Responding to emergencies;
- Assisting Supervisor as required.

Successful candidate will:

- Have extensive customer service experience, knowledge of fitness and physical education environments along with some financial and/or accounting background.
- Have good interpersonal, organizational, problem solving and time management skills
- Have high attention to detail and be a capable multi-tasker
- Able to work well in a fast-paced environment with a diverse range of clients and colleagues and respond well under pressure with frequent interruptions
- Can set up equipment (which includes bending and lifting up to 40lbs.)
- The majority of time will be spent at a desk on the computer or phone with some time standing while at the front however the successful candidate should be able to stand for extended periods of time

- Be flexible, self-motivated and able to work independently

Position Requirements

This is a 9-month full-time term position, with the need for flexibility in hours (hours of work vary but are typically Sunday to Thursday 12:00 p.m. to 8:00 p.m.)

Qualifications

The Successful candidate will hold a post-secondary degree in a related field with courses in business, marketing, public relations, finance and/or recreational courses. Current certifications in Standard First Aid/ AED/CPR-C as well as Oxygen Therapy are essential. Working knowledge of CLASS, People Soft and Microsoft Outlook is considered an asset.

Benefits

When you become part of the MacEwan team, you will enjoy a competitive salary. Our total compensation package includes:

- Competitive base pay
- Generous vacation time
- Effective recognition and retention programs
- Continuous learning culture
- Opportunities for career growth

For general inquiries, please contact us at careers@macewan.ca. Please be advised that only applicants who apply directly to a posting through www.macewan.ca/careers will be considered

How to Apply:

Only applications received electronically will be considered. To apply, go to <http://www.macewan.ca/careers> and select the job posting.

Thank you for your interest in employment with MacEwan University. We will be reviewing all applications to select the candidates whose qualifications and experience most closely meet our needs. Only applicants selected for interviews will be contacted.

This position is included under the MacEwan Staff Association collective agreement.

Employment Category: Full-Time Term (9 months)

Salary Range: \$25.38 to 36.91 per hour

Closing Date: Sunday, November 19, 2017

Quote Competition No: 17.11.233

Personal Information Collection Notification (FOIP)

Applicant personal information is collected under s.33(c) of the Freedom of Information and Protection of Privacy Act, for the purpose of recruitment at MacEwan University. Questions concerning this collection should be directed to the: Information Management and Privacy Coordinator, MacEwan University, 10700 - 104 Avenue, Edmonton, AB T5J 4S2; tel.: 780.497.5423.

Advertised: MacEwan Website