



JOB POSTING
SALES & CUSTOMER SERVICE ATTENDANT
Part-time Student Position
Trent Athletics & Recreation Department

Supervisor:	Sales Centre Guest Experience Attendant
Hours of Work:	Min. 2 shifts per week (10 hrs/wk). Weekend Availability required
Terms:	August 2020-December 31 st 2020
Mandatory Training:	Dates TBD
Rate of Pay:	\$14.00/hour

Trent Work Study Eligibility: Students receiving OSAP and who meet eligibility under the Trent Work Study Program (TWSP), will be given priority consideration for this position, for all fall/winter position. TWSP eligibility is not applicable for May-August. However all students are encouraged to apply. **For TWSP eligibility requirements, please visit the Financial Aid website at <http://trentu.ca/financialaid/work.php>.** Please indicate on your Cover Letter whether you are TWSP approved.

ABOUT TRENT ATHLETICS & RECREATION:

Dedicated to excellence, Trent Athletics & Recreation is committed to providing opportunities for Trent students and the community at large to become involved in a wide range of recreational, sport and leadership activities, at all levels, with the objective of encouraging and developing a healthy lifestyle.

ABOUT THE POSITION:

The Athletics Department is a vibrant and energetic place. We are looking for individuals to join our membership sales and service team, who are **passionate about delivering an exceptional guest experience** to Trent students and members of the community. The Sales Centre provides you with an opportunity to learn and develop skills that you can take forward to future employment.

This position has been updated to include new responsibilities, beginning Fall 2020, with attention to health and safety for all members of our campus community.



Responsibilities:

- Ensure that Trent students and community members receive an outstanding customer service experience by providing a friendly and welcoming environment. This includes proactively greeting every individual and maintaining knowledge of programs, services, and processes.
- Respond to student/member inquiries and provide education and support on new reopening protocols, including: online workout booking system; wayfinding and traffic flow with the Athletics Centre; cleaning protocols; and physical distancing.
- Maintain the aesthetic quality of the Athletics Centre and keep front lobby, desk and storage area neat and clean; perform washroom and change room checks and do spot cleaning as needed. Clean and sanitize exercise equipment and associated touchpoints. Use cleaning and sanitizing materials in accordance with University health and safety policies.
- Monitor students and members in fitness areas and ensure policies for conduct, attire, cleaning, and safe equipment use are adhered to.
- Liaise with student and community rental groups to provide access to space or equipment.
- Assist with the set-up and teardown for special events (chair and table set-up, etc.).
- Follow up on student/member questions to ensure that issues are resolved in a timely and professional manner.
- Accurately perform financial sales transactions, including receiving, processing, and maintaining sales records, cash, cheques and debit/credit payments, and balancing till.
- Review and perform daily on-shift task checklist and proactively carry out those tasks.
- Support membership sales by providing facility tours and information on benefits of membership.
- Support customer retention by conducting outbound calls to existing customers.
- Support sales for all Athletics Centre programs and services and perform registrations using Legend Recreation Software.
- Share innovative ideas and suggestions to help improve team performance.
- Comply with all Trent University and Athletics & Recreation Department policies and processes (including dress code) and participate in all mandatory training.

Qualifications:

- Must be a Trent student. Priority consideration will be given to students who are eligible for the Trent Work Study Program, however, all students are encouraged to apply.
- Outgoing and personable with the ability to communicate effectively with colleagues and a variety of customer groups.
- Highly motivated with experience in a sport environment, retail or other customer service/sales.
- Attention to detail and ability to follow processes and instructions.
- Committed to continuous learning.
- Comfortable calling customers, and selling programs and services, including up-sells.
- Self-motivated, punctual and responsible.
- Flexible schedule which includes shifts from 5am to 11:30pm, including weekends & holidays.



- Must be able to work min. two shifts per week (at least 10 hours per week) with weekend availability.
- Willingness to work as part of a team, providing additional shift coverage as needed.

Training and Certifications Required – All training must be complete prior to starting first shift and the cost of training is the responsibility of employee.

- Police Record Check
- First Aid/CPR and AED
- Ministry of Labour Health and Safety Worker Awareness Training
- Workplace Violence and Harassment Training
- WHMIS (Workplace Hazardous Materials Information System Training)
- AODA Customer Service Training
- AODA – Integrated Accessibility Standards Regulation Training
- Information Security and Privacy Training
- Concussion Awareness Training
- Trent University COVID Training

To Apply:

All applications must include a cover letter and resume that can be e-mailed to acsales@trentu.ca (*Microsoft Word or Adobe PDF*). Please note your full name and the position title in the subject line of your e-mail (i.e. First and Last Name – Position Title).

Trent University is actively committed to creating a diverse and inclusive campus community and encourages applications from all qualified candidates. Trent University offers accommodation for applicants with disabilities in its recruitment processes. If you require accommodation during the recruitment process or require an accessible version of a document/publication please contact acsales@trentu.ca .

While Trent Athletics & Recreation Department appreciates all applications, only those applicants considered for an interview will be contacted.