

Posting #24-211CU

Customer Service Representative Northern Sport Centre Regular, Part-time (21 hours per week)

Purpose

Reporting to the Manager, Northern Sport Centre (NSC), the Customer Service Representative provides customer service, support for programs and events, and general operational and facility care functions that are integral to the daily operations of the NSC.

Responsibilities

Duties include but are not limited to:

- Providing a welcoming, positive customer service experience for NSC Members and the public;
- Providing facility/event set up and user group transition services for UNBC Athletics and Intramurals, Engage Sport North, local sport organizations, and other user group or event organizers, as required;
- Organizing all training spaces, assisting with group fitness set ups and transitions and providing the NSC manager with feedback on class delivery, equipment needs, and repairs;
- Daily cleaning and general care of fitness equipment;
- Conducting tours of the facility;
- Assisting with sales activities and all front desk duties including:
 - Providing information on NSC facilities, services, and memberships;
 - Processing sales;
 - Registering patrons for personal training, programs, and camps; and
 - Entering data and transaction records accurately and efficiently into the NSC's tracking and financial management system; and
- Opening and closing duties which include securing the facility.

Qualifications

The successful candidate will possess a high school diploma plus additional courses related to customer service, together with a minimum of one (1) year related experience in a customer service environment, preferably in a multipurpose fitness, sport, and recreation facility. An equivalent combination of education and experience will be considered.

Post-secondary education in Physical Education, Sport and Recreation, Human Kinetics, and/or certifications in sport coaching or fitness instruction, and experience in sport and event set ups and transitions would be considered an asset. Demonstrated excellence in customer service, the ability to prioritize, multitask, and adapt to ever-changing demands, both independently and in a team environment, are required. A proven record of strong interpersonal skills, the ability to be sensitive to customers from various cultural backgrounds, age groups and abilities, and effectively communicate in a professional



manner are required. Proficiency with point-of-sale systems, desktop applications (MS Office Suite), and relational databases are essential.

The successful candidate must be willing and able to provide a clear Criminal Record Check and must have or be willing to obtain a valid Level 1 First Aid and CPR C/AED certification as recognized by WorkSafe BC.

Salary

This position has been classified at a Grade 4. The annual salary range for this position is \$51,287.60 to \$53,398.80 and the normal starting salary will be \$51,287.60, prorated based on hours worked

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Shifts could range between the hours of 5:30 am – 11:30 pm any day of the week, including weekends and holidays.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.



UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employeewellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education quoting competition [#24-211CU](#) to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30PM on December 23, 2024.

