Job Title: Customer Service Attendant (September, 2017 - April, 2018)

Location: InfoDen (Social Street, Van Vliet Complex)
Campus and Community Recreation
Faculty of Physical Education and Recreation

Position Type: Part Time

Time Commitment: Must be available to work at least one of the following shifts:
1. Tuesdays from 9:30AM-1:00PM
2. Fridays from 9:30AM-1:00PM
You must also be available for training on October 14, 2017.

Position Open to: Current University of Alberta Students and University of Alberta students enrolled in Fall 2017 studies.

Rate of Pay: $13.68/hr + 4% vacation pay, 3.46% stat pay; 1.5% premium

Responsibilities:
- Responds to patron inquiries regarding programs, events and general information for both North and South Campus
- Directs or responds to all incoming phone, fax and email inquiries/comments
- Provides information for Varsity games
- Has an overall understanding of the facilities used on North and South Campus and is able to direct people accordingly
- Conducts daily opening and closing procedures
- Performs general office duties and assists with projects

Qualifications:
- High School Diploma required
- Strong front-line customer service skills
- Current Standard First Aid, CPR Level C and AED training is required at time of position start date (August 26, 2017)
- Ability to work successfully in a busy, fast-paced environment where teamwork and good communication, organizational and interpersonal skills are required
- Knowledge of computers and relevant software applications (i.e. Google Apps, Microsoft Word & Excel)

Key Competencies
- Verbal and written communication skills
- Professionalism, initiative and reliability
- Problem solving skills
- Attention to detail

Application Procedures:
- Email cover letter and resume to megan.ragush@ualberta.ca. Email is the preferred method of submission
- Applications will be accepted until Friday, September 22, 2017
- Interviews will be held on September 25 & 26, 2017
- We thank all interested applicants; however, only those applicants selected for an interview will be contacted
- For further information, please contact Avneet Hayer at 780-492-5578

Applications should be forwarded to (email preferred):
C/o Avneet Hayer
Wellness Program Coordinator, Campus & Community Recreation
Room 2-662L, Van Vliet Complex
Edmonton, Alberta T6G 2H9
akhayer@ualberta.ca