Job Title: Customer Service Representative

Location: Wilson Climbing Centre
Campus & Community Recreation
Faculty of Kinesiology, Sport, and Recreation

Position Type: Part Time

Contract Dates: Immediate & Ongoing

Time Commitment: Must be available to work days, evenings and weekends. Minimum 10 hours per week required

Rate of Pay: $13.68 - $15.20/hr + 4% vacation pay

Responsibilities:
- Supervise the Climbing Centre during open hours
- Admitting new climbers to the facility
- Signing in existing members
- Cash handling
- Membership sales and customer account maintenance
- Administer Assumption of Risk and Waiver of Liability forms to all climbing participants
- Administer Top Rope belay tests and provide new clients with Facility Safety Orientations
- Maintain the cleanliness of the facility
- Answer the phone and respond to clients’ queries
- Respond to customer email inquiries
- Attend all in-services and staff meetings

Qualifications:
- Standard First Aid
- CPR Level “C” (current within 1 year)
- Recent Police Record Check (within 1 year)
- Strong front-line customer service skills
- Cash handling skills and experience with processing cheques, debit and credit card payments
- Current undergraduate student in Faculty of Kinesiology, Sport and Recreation preferred
- Experience with Intelligenz software preferred
- Avid climber preferred (experience with top rope climbing required, lead experience preferred)
- Must love climbing!

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 climbing@ualberta.ca. Email is the preferred method of submission
- Applications will be accepted on an ongoing basis
- We thank all interested applicants; however, only those applicants selected for an interview will be contacted

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