



### **Customer Service Support - Casual Athletics & Recreational Services**

Dalhousie University is a vibrant community of 12 faculties, 6,000 faculty and staff, and 18,500 students. An influential driver of the region's intellectual, social and economic development, Dalhousie has campuses in Halifax and Truro and a satellite of its Medical School in Saint John, New Brunswick. The university, poised to celebrate 200 years of academic excellence in 2018, is united in a purpose-driven quest to make a lasting impact on the world. For the fourth consecutive year, Dalhousie is proud to be named one of Canada's Top 100 Employers.

Athletics and Recreational Services, a department within Student Services, encompasses the Dalplex athletic facility (which serves Dalhousie students and staff as well as the local community), varsity athletics, and intramurals and clubs.

**Casual position. Hours of work will include a mix of day, evening and weekend shifts.**

#### **Key Responsibilities:**

- Act as a key clerical resource person for the Dalplex Customer Service unit.
- Confirming the accuracy of all information collected for new and renewing memberships, cancellations and membership freezes.
- Cross referencing data in the business enterprise software (Fusion) with all hard copies of agreements and ensuring the necessary corrections are made.
- Updating membership payment information for the various automated fee collection/suspension services used.
- Review and update the rental and day locker inventory to make certain the information is current and accurately reflects the numbers, types and location of the lockers.
- Issue and follow-up on renewal notices and expired agreements.
- Authorize and carry out locker content removal, documentation, notification and when required content disposal.
- Shifts will include working at the customer service desk. As such, the incumbent must maintain a sound knowledge of Dalplex policies, procedures, products and general information.
- Assist with maintaining the appearance of the Customer Service Centre, and ensure that professional and helpful service is provided to clients by staff.
- Resolve customer concerns and complaints; refer to the CSC Supervisors or Director where necessary.
- Assist with the mentoring and supervision of casual staff including arranging for fill-in staff on short notice, when necessary.

#### **Education:**

- Postsecondary diploma, preferably in a business related field or equivalent combination of experience, education and training.

#### **Experience:**

- 2-3 years working in a busy office environment. Previous customer service and staff supervisory experience considered an asset. Excellent communication, interpersonal and organizational skills essential.

#### **Salary Range:**

- \$17.49 per hour, 32.5 - 35 hours per week

#### **Length of position:**

- Not to exceed 6 months. Hours of work and length of position are not guaranteed

**Posting Closes October 15 @ 5:00pm.**

Only applicants required for an interview will be contacted.

Send resumes with cover letter to: **Customer Service Support**, Attention: Director, Facility & Business Services, Dalplex, PO Box 15000, Halifax, NS, B3H 4R2

*Dalhousie University is an Employment Equity/Affirmative Action employer. The University encourages applications from qualified Aboriginal peoples, persons with a disability, racially visible persons, and women. For more information, visit the Office of Human Rights & Harassment Prevention at [www.hrehp.dal.ca](http://www.hrehp.dal.ca)*