



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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Job Board Posting



Careers.Indigenous.Link

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CUSTOMER SERVICE COORDINATOR

Job ID	45874-4527	
Web Address	https://careers.indigenous.link/viewjob?jobname=45874-4527	
Company	McMaster University	
Location	Hamilton, ON	
Date Posted	From: 2022-05-16	To: 2050-01-01
Job	Type: Full-time	Category: Education

Description

The Department of Athletics and Recreation (a division of Student Affairs) provides students, staff, faculty, alumni and the greater community the opportunity to pursue athletic excellence and recreational activities. The mission of the department is to cultivate human potential and well-being through recreation and sport. The operating units of the department include athletics, recreation and sport medicine. The Customer Service Coordinator will be actively engaged in ensuring the delivery of frontline customer service. This role requires the incumbent to provide proactive, customer-friendly, quality front-line service over the telephone, in-person, by fax, and by email to a diverse population of current and prospective students, staff, faculty, visitors, and post-secondary partners. The incumbent is a member of the team and will work to ensure that a high-level of customer service regarding all types of inquiries is provided. The position calls for a combination of strong administrative and project coordinating skills and the ability to handle numerous tasks simultaneously in a fast-paced environment. The successful candidate will be committed to McMaster University's mission, vision and values and be driven by continuous improvement and accomplishing results.

- Answer incoming calls and respond to direct inquiries about facilities. Receive and respond to customer complaints or any major incidents, such as security issues or health and safety incidents and report to the appropriate area. Escalate problems to appropriate department supervisors.
- Provide feedback on procedures, policies and standards for customer service and make recommendations.
- Provide information on department policies, products, equipment and make recommendations based on customer requirements.
- Develop and conduct training for customer service and event staff regarding facilities.
- Schedule hours of work for casual employees and determine the staffing levels required to provide the appropriate level of facility and event operations. Approve timesheets and payroll information for casual employees.
- Support Pool Operations with general maintenance and upkeep, facility set up, equipment inspections, minor repairs and replacement.
- Support facility rental contracts for internal and external groups and validate the terms of the agreement.
- Support with Facility Scheduling including varsity and recreational programming.
- Perform set up and take down of equipment as required for a variety of athletic events, recreational programming.
- Maintain inventory of recreation and athletic equipment and monitor quality of department sports equipment. Determine repairs as required.
- Issue towels and athletic equipment requested by customers. Clean and launder all items issued through the equipment centre.
- Allocate locks and lockers to University teams, faculty, staff, students and visitors.
- Oversee the opening and closing of facilities as required.
- Ensure equipment and storage areas are clean, orderly and secured.
- Write a variety of documents including but not limited to, training manuals, reports, correspondence, posters and flyers.
- Maintain facility schedules on department website.
- Oversee facilities for various events.
- Coordinate and conduct tours of the facilities for new and potential users.

Purpose and Key Functions

- Demonstrate a variety of physical activities and the use of equipment to others.

Supervision

- Provide training and orientation to casual employees.
- Ongoing responsibility for hiring and supervising 10 or more casual employees

Requirements

- 2 year Community College Diploma in Office Administration or related field.
- Minimum 3 years of relevant experience, including 1 year in a supervisory role.

For more information, visit McMaster University for CUSTOMER SERVICE COORDINATOR