THERECC.CA

JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

MEMBER EXPERIENCE SPECIALIST

Full Time (32+ hours per week) + Part Time (12+ hours per week)

WAGE; $18.25 per hour for Full Time | $17.00 per hour for Part Time

About the Rath Eastlink Community Centre

The RECC was built by the community, designed to promote the health and wellness of all its members. The RECC is full of exciting options that will help you and your family live an active lifestyle. Hosting an Aquatics Center with two pools and a 2.5 storey waterslide; fitness center and studio with cardio, weightlifting, and circuit equipment; athletic development center; indoor 35' high rock climbing wall; NHL sized ice pad for skating surrounded by 2,500 fixed seats; in-house food & beverage provider; and a walking/jogging track free for public use, the recreation opportunities are endless! The RECC is open to all and operates with a mandate to increase the interconnectedness of the community.

Reporting to the Director of Customer Service, the position of Membership Experience Specialist (MES) will promote the benefits of pursuing health and well-being at the RECC, excel in administrative tasks, and commit to working varied shifts to meet the needs of the establishment.

As front line customer service personnel, Member Experience Specialists ensure that all RECC members and guests receive a warm welcome to the facility, provide exceptional customer service face to face, over the telephone, and via email. They are passionate about the RECC and knowledgeable to promote all products and services with enthusiasm, as they play a key role in the growth of the facility. MES must be outgoing, energetic, and provide exceptional customer service experience to everyone who visits our facility. They must self-manage, stay productive with minimal supervision, and balance multiple priorities. This position serves internal staff as a liaison between company departments and the public by communicating efficiently.

MES must be comfortable working in a fitness environment, attending the fitness center, and assisting with basic fitness related inquiries and referrals for programs and/or personal training. They are committed to helping keep our facility and equipment clean. MES must be friendly and engage with members, promote a positive and inclusive atmosphere, provide event support to ensure everyone that enters the facility or attends a RECC event has an exceptional experience.

QUALIFICATIONS AND REQUIREMENTS

- Previous customer service & administrative experience preferred
- Previous recreation / fitness / event support experience preferred
- A passion for customer service, fitness, tourism, events, and recreational programming
- Demonstrated sales experience preferred- utilizing sales and upsell techniques
- Exceptional communication skills, with experience in conflict resolution and de-escalation of customer complaints
- Computer savvy, adaptable to quickly learn software programs, navigate in a windows based PC environment, operate ticket systems, use phone system with multiple directories & a xerox
- Availability to work early mornings, evenings, weekends, holidays (the RECC is a dynamic facility that also hosts events, staff may be required to work outside of general facility operating hours)
- High school diploma or equivalent; further education in a relevant field is a plus
- Experience in handling electronic payments (credit/debit/gift cards) and cash transactions
- CPR/First Aid Certification is preferred but not required. We can provide the training at no cost

DUTIES AND RESPONSIBILITIES (Included, but not limited to)

- Enthusiastically promote programs, services, events, mission and vision of the RECC
- Facilitate exceptional customer service interactions while providing information to members, guests and staff
- Strong product knowledge with ability to deliver pertinent information requested by members, potential clients, and fellow staff members
- Perform physical tasks such as cleaning, moving gym equipment, event set up, assisting with other event related tasks, be mobile for throughout your shift, use stairs multiple times daily
- Process payments for memberships, invoices, registrations, events, ticket sales, point of sale items and other financial transactions using various software programs and moneris equipment
- Administrative tasks including phone calls, emails, program enrollments, data entry, complaint resolution, cash balancing, arrears collections, document organization, filing etc.

BENEFITS

FULL-TIME EMPLOYEES RECEIVE:

- Family Membership & Nourish Discounts + Dental/Vision/ Extended Health Care plans are available after 3 month probationary period

PART-TIME EMPLOYEES RECEIVE:

- Personal Membership & Nourish Discounts

! Current Criminal Record & Child Abuse Registry Checks are mandatory conditions for RECC employment. They must be completed and submitted before any training will begin.

COVER LETTER + RESUME SUBMISSION: DIRECT TO ▶ MIKE - MSMITH@RATHEASTLINKCC.CA

We welcome cover letters and resumes from all qualified applicants. However, only those selected for an interview will be contacted.