Job Description

**Job Title:** Customer Relations Specialist  
**Department:** Athletics and Recreation  
**Reports To:** Associate Director, Business Operations  
**Jobs Reporting:** N/A  
**Salary Grade:** USG 7  
**Effective Date:** October 2018

**Primary Purpose**  
The Customer Relations Specialist coordinates the department’s facility team in their operations of the athletic facilities (PAC & CIF) as well as events within the spaces. This includes hiring and firing of part-time staffing and training, health and safety of customers, students and staff, and ensuring appropriate customer-service feedback mechanisms pertaining to facilities and services and events. The incumbent will work as part of the department facility team and is accountable to the Associate Director, Business Operations working with the Facility staff.

**Key Accountabilities**

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<tr>
<th>Student Leadership</th>
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<td>• Provides supervision and leadership to student supervisors and 40-60 student part-time customer care staff including co-op students.</td>
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<td>• Hires and trains student leaders to work with Facility full-time staff.</td>
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<td>• Leads the coordination of recruitment, scheduling, evaluation and performance management actions for customer relations staff at service desks and student leaders.</td>
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<td>• In collaboration with Facility and Business Operation teams, develops short and long-term action plans to improve the delivery of customer-based services.</td>
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<td>• Develops implements and evaluates policies and procedures; develops and administers training methods in alignment to standards and laws; help develop, implement and evaluate risk management plan.</td>
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<th>Customer Service</th>
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<td>• Acts as the lead in the area of customer service etiquette, ensuring compliance with facility safety/risk management.</td>
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<td>• Tracks technical trends, developments and advances in the field in order to stay ahead of customer relations including analyzing trends and service standards and looking at peer institutions.</td>
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<td>• Proactively looks at communication methods to make sure we are providing staff with information to support clients.</td>
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<td>• Audits customer service experience to confirm appropriate decision making</td>
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<th>Risk Management</th>
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<td>• Provides recommendations for mitigating risk during Facility team meetings including the recommendation of best practices.</td>
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<td>• Participates as an active member of the Department Risk Management Committee.</td>
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<th>Event Coordination</th>
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<td>• Oversees planning and logistics of all special events focusing on resource needs, staffing requirements, and event setups (i.e. varsity games, off-campus facility rentals, etc.).</td>
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</table>
### Job Description

- Oversees operational game day equipment, electronics and a/v requirements. Makes recommendations on replacements and repairs.
- Provides leadership in the organization of spectator experience.
- Provides recommendation and best practices to dealing with spectators including their experience and the alignment to league protocols.

#### Athletic Equipment
- Collaborates with Coordinator, Equipment Services to complete needs assessment of the quality and quantity of lendable equipment for general use.
- Provides recommendations on major purchases for facility and customer oriented equipment aligning with budget.

#### Programmatic Support
- Oversees the management of Open Recreation usage (pick up sports, rec skates, etc.), including working with others on assessing availability, scheduling and prioritizing.

#### Budget and Facility Oversight
- Provides input regarding the efficiencies of current day-to-day procedures and maintain records through the direct supervision of the Associate Director, Business Operations and functional direction from others were appropriate.
- With direction from the Associate Director, Business Operations, works within the confines of the operating budgets including making sure the appropriate staffing support is in place to deliver high quality customer experiences.

*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### Required Qualifications

#### Education
- University Degree or equivalent working experience

#### Experience
- 3 years’ experience in working in athletic facilities.
- 3 years’ experience in working with athletic events including crowd management, setup of athletic equipment including scoreboards, game day equipment (e.g. nets, audio/visual equipment).
- Previous experience in facility/event management with emphasis in the operation of facilities and rentals
- Previous people management experience required

#### Knowledge/Skills/Abilities
- Valid Standard First Aid & CPR-C
- Ontario Recreational Facilities Association (ORFA) Membership
- Excellent communication skills (verbal and written)
- Familiarity with best practices related to athletic equipment inventory management, security, maintenance and repair
- Ability to learn and apply new information and technical skills
- Ability to work as part of a team
- Ability to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
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- Use of Microsoft Office products
- Use of Facility Scheduling software (preferably Innosoft Fusion)
- Ability to organize well and problem solve, as decision making on events will require immediate response.

Nature and Scope

- **Contacts:** Works with internal stakeholders for supporting the experience within the building as well as external guests who are attending events. Partners on campus to execute would include Food Services, Central Stores, and Police Services.
- **Level of Responsibility:** The position is responsible for training and interaction of student-staff including the leadership of the events within the space. The position will be trusted to influence and coach students to provide strong experiences.
- **Decision-Making Authority:** This position is a point of contact for students to support the buildings after-hours.
- **Physical and Sensory Demands:** This position may be required to carry or move equipment within the athletic facilities. Carts support activities. Competing demands.
- **Working Environment:** The position has an office environment but is often on their feet interacting with others and active within the athletic facilities. There is frequent evening and weekend work because of the event delivery of interuniversity programming, which is dictated by annual schedules from the conference office. This position also must be available to support emergencies within the athletic spaces.