DEPARTMENT OF RECREATION, ATHLETICS & WELLNESS

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<th>RAWC (Recreation, Athletics &amp; Wellness Centre) Welcome Services Assistant</th>
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<td>The University of Toronto is strongly committed to diversity within its community and especially welcomes applications from racialized persons / persons of colour, women, Indigenous / Aboriginal People of North America, persons with disabilities, LGBTQ persons, and others who may contribute to the further diversification of ideas.</td>
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| Deadline: | November 22, 2021 |
| Number of Positions: | Approximately 5 positions |
| Rate of Pay: | $15.00/hr |
| Position Start Date: | January 10, 2022 (training in advance) |
| Position End Date: | April 30, 2022 |
| Number of Hours per Week: | Approximately 5-15 hours per week, may include evenings and weekends |
| Classification: | USW Casual |

**Summary:**
The Welcome Services Assistants provide high quality customer service experiences to students, staff, faculty, community members and visitors at the RAWC. With a focus on friendly service, knowledge of programs and services offered, and an ability to perform multiple tasks, the Welcome Services Assistants supports functions at the main reception desk as well as other locations as needed, including service over the phone and electronically. Duties include:

- Engaging users in positive experiences by creating a welcoming and professional environment
- Ensuring access requirements are met to users entering RAWC spaces, along with other relevant policies & procedures
- Assisting with registration processes
- Responding to general questions regarding programs and services
- Assisting with minor sales (ex locker rentals, sale of locks)
- Signing in/out fitness/sport equipment
- Providing user feedback to appropriate department staff
- Escalating issues/concerns beyond the scope of the role
- Assisting with other duties/projects of the department

**Qualifications:**

- Strong experience working in a customer service role
- Experience working in a fast-paced environment with multiple demands
- Attention to detail and positive communication skills
- Flexible and open to learning and performing new tasks
- Current Standard First Aid, completed before start of employment
- Preference will be given to current undergraduate or graduate UTM students

**Method of Application:**

Deadline to Apply: November 22, 2021

Please email your resume, cover letter, and 3 references to Samantha Mendonca with subject “RAWC Welcome Services Assistant Application”. Please also include your availability (on weekdays, evenings, and/or weekends)

We thank all applicants for their interest; however, only those applicants selected for further consideration will be contacted.

**Contact Information:**
Samantha Mendonca, s.mendonca@utoronto.ca
Executive Assistant, Wellness