#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Sports Centre Guest Experience Agent

**Job Number:** A-462 | VIP: 1895

**Band:** OPSEU- 5

**Department:** Athletics & Recreation

**Supervisor Title:**  Assistant Director, Sport & Student Engagement

**Last Reviewed:**  March 29, 2023

#### **Job Purpose:**

Reporting to the Assistant Director, Sport & Student Engagement, the Sports Centre Guest Experience Agent plays a key role in the day-to-day operations of the Sports Centre to ensure that a high-quality experience is delivered to all Trent students and the community. This position provides leadership to a team of part-time student staff. The Sports Centre Guest Experience Agent must be flexible and able to work weekdays (day and evening) and weekend shifts.

#### Key Activities:

**Customer Service**

1. Works with the Team Lead, Sport & Student Engagement to contribute ideas and make recommendations on ways to increase registrations and supports retention by ensuring that an appropriate and high level of customer service is delivered.
2. Responds in a professional and timely manner to inquiries, complaints or suggestions from students or the public, providing effective follow-up as required, adhering to the Athletics Department Customer Service Commitment.
3. Works with staff team to ensure that tours and consultations are provided to prospective clients, and develops and executes a plan to promote and maximize registration in sport programs, personal training, rock climbing wall, rowing/paddling tank rentals, and other customized programming for school and sport organizations.
4. Leads by example by consistently promoting a positive and professional image and encouraging a welcoming environment and courteous service to every visitor of the Athletics Centre.
5. Works with the Team Lead, Sport & Student Engagement to ensure all Sport Centre part-time staff are trained in customer service and are knowledgeable in all program areas to respond to inquiries effectively.
6. In the absence of other full-time staff, monitors all areas of the Athletics Centre to ensure that exemplary customer service is delivered; addresses any customer service issues that may arise, and provides direction and support to part-time student staff as needed.
7. Has a strong knowledge of the programs and services offered by the Athletics Centre and responds to inquiries from visitors and the general community.

**Administration**

1. Effectively administers day-to-day work related to the Sports Centre and associated programs.
2. Works with the Team Lead, Sport & Student Engagement to assist with the development of program schedules for Group Fitness Classes.
3. Participates in regular Facility Booking meetings with Athletics staff team to review and problem-solve on any facility booking issues that may arise.
4. Ensures that all sport equipment is inspected, monitored and maintained in good working order to ensure compliance with prescribed operating and safety standards (working with the Team Lead, Sport & Student Engagement and service provider, as required).
5. Participates in regular Trent Athletics & Recreation departmental meetings.

**Human Resources**

1. In collaboration with the Team Lead, Sport & Student Engagement, is responsible for hiring, training and supervising part-time student staff to support the operation of the Sports Centre.
2. Ensures that an appropriate level of staffing is in place for service delivery and to meet safety requirements.
3. In collaboration with Team Lead, Sport & Student Engagement, administers regular training programs to part-time student staff, including Legend software, customer service, and other Athletics Centre programs and services.
4. Develops and maintains work schedule for all part-time student staff.
5. Oversees student staff payroll entry into VIP.

**Facility Supervision**

1. Effectively oversees the day-to-day operations of the Sport Centre including the cardio loft/weight room, rowing tank, rock climbing wall, and group fitness classes.
2. Monitors program delivery to ensure that high quality and safety of all participants are being addressed.
3. Provides support and direction to all part-time student staff in all program areas of the Athletics Centre when Administrative staff are not available on weekends and during evenings.
4. Supports facility rentals with external and internal (other university department) users to coordinate set-ups, deal with issues arising from bookings (i.e. double bookings, lack of space, etc.), or responding to user group needs/requests. Ensures that appropriate set-up is in place for user groups.
5. Completes facility checks on a regular basis and upon closing to ensure a high level of safety and security.
6. Ensures that Athletics Centre staff provide first response to emergencies in the Athletics Centre, in the Justin Chiu Stadium, or the grounds outside the Athletics Centre. Works with and provides support to other responders. Follows up on and files incident reports.

#### Education Required:

* Two years of post-secondary education (College or University).

#### Experience/Qualifications Required:

1. Two to three years’ experience in administration, sales, or customer service (experience in a fitness or sport setting an asset).
2. Excellent customer service and conflict resolution skills.
3. Ability to balance the interests of a variety of client groups, adjusting priorities to meet client needs.
4. Two to three years’ experience supervising staff.
5. Strong supervisory, interpersonal and training skills and proven track record of demonstrating initiative and growing program offerings.
6. Solid organizational and time management skills.
7. Demonstrated ability to work as a team player within an athletics environment.
8. Current Standard First Aid and CPR C Certification.
9. Proficient computer skills in Microsoft Word, Excel, PowerPoint and experience with a recreation management software is an asset.

#### Supervision:

* Supervise and direct the activities of student employees.