

UNIVERSITY OF NEW BRUNSWICK



CLIENT SERVICES STAFF

The UNB REDS mission is to provide our campus and community with excellence in wellness, sport, and recreation. Our vision is to be national leaders in wellness, sport, and recreation excellence.

JOB TITLE: Client Services Staff

PROGRAM: REDS Operations/Faculty of Kinesiology

SUPERVISOR: Matthew Forster, Manager, Client Services Manager

JOB DESCRIPTION: REDS Operations is searching for representatives of the University, displaying courtesy, discretion, and professionalism in all interactions with members, customers, and the public. Duties include:

- Provide members and visitors with a high level of front-line customer service
- Sell memberships, process program and service registrations, and handle other fee payments as required.
- Promote programs and/or services not included in general membership (i.e., personal training, towel service, etc.)
- Provide tours for prospective members.
- Enforce policies established by UNB REDS and ensure a pleasant experience for all patrons.
- Attend and actively participate in on-going staff training.
- Assist supervisor on duty and/or the Client Service Manager/Assistant as required.

QUALIFICATIONS:

- Enhanced Police Information Check (EPIC)
- Excellent oral and written communication skills
- Excellent interpersonal skills & attention to details
- Thorough understanding and knowledge of REDS Recreation programs and services
- Ability to work in a team environment with minimal supervision.
- Ability to problem solve, work under pressure, yet still be professional & effective.
- Current CPR-C certification (includes AED training)
- Must be able to work a minimum of 10 hours per week (including evenings and weekends)

EMPLOYMENT: Part time term position

EMPLOYMENT START DATE: September 2024

SALARY: \$15.80/hr. (plus 7% vacation & holiday pay)

*Submit cover letter & resume (including a minimum of two references) in person to the Client Service Desk (Information desk) on the ground floor of The Richard J. CURRIE CENTER (attn.: **Matthew Forster**) or as an attachment via email to matthew.forster@unb.ca. Deadline to apply is September 4th 5:00pm. Only those candidates chose for an interview will be contacted.*