



## **Customer Service Representative**

### **Purpose**

To be the first point of contact for our members, volunteers and the general public, and to provide accurate, up to date information in a friendly and engaging manner. To facilitate registration in a timely and efficient manner.

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The District Customer Service Representative, reporting to the Executive Director, will carry out the duties as listed, but not limited to, those outlined below:

### **KEY RESPONSIBILITIES**

#### **General**

- Assist the Executive Director and District Administrator with the running of the office including, but not limited to, registration, travel permits, player transfers, applications to travel, the office filing system, office mail system, club email system, information services, and general office duties.
- Alert the Executive Director of weak points or issues concerning District policies or procedures.
- Ensure confidentiality of information at all times.
- Attend all staff meetings and participate in professional development.
- Provide excellent level of customer service must be maintained at all times.
- Undertake whatever ancillary duties that may be reasonably expected by the Executive Director and Board, and whatever administrative duties that may be necessary for the successful execution of duties related to the position.
- To arrive in time for each and every shift with enough time to prepare for the commencement of work.

- Carry out the day to day duties of the position in a professional, knowledgeable and friendly manner.
- Carry out special assignments which, from time to time, may be assigned by the District Administrator/ Executive Director
- Keep up to date on all activities of the District Association

### **Registration**

- Process all relevant data into District and OSA registration systems.
- Process applications, forms, and maintain data in accordance with policies and procedures.
- Maintain financial diligence in regards to all financial transactions required of the role.
- Accurately input and update the data for team and player registrations/ travel permits/ player transfers/ applications to travel etc. for The District.
- Be aware of appropriate “complaint management” process.
- Update the registration and volunteer databases.

### **Communication**

- Respond to emails, telephone requests in a timely, professional and enthusiastic manner.
- Maintain and update office voicemail/ answering machine.

## **Administration**

- Responsible for maintaining appropriate levels of stationery
- Maintain appropriate level of credit in franking system
- To provide administrative support to the Executive Director, Operations Manager and all other office staff when necessary, and when doing so is not detrimental to the basic duties of the position.
- Assist with creation and distribution of Coach packages and League schedules.

## **Discipline**

- Work with the Discipline Chair in the facilitation of discipline hearings
- Ensure timely and accurate communication between all stakeholders of the discipline process
- Maintain an accurate suspension list and ensure it is posted online and at our location

## **Skills**

- Ability to work under pressure and to timelines
- Outgoing personality
- Computer literate
- Excel experience preferred
- Sports Management qualification an advantage
- Knowledge of Quick Books an advantage
- Previous administrative experience within the soccer industry an advantage

Training in the processes and procedures of the TSA/OS will be provided.

### **Hours of Employment**

The successful candidate will be expected to work noon- 8.30pm Monday- Friday, with the flexibility to work extended hours during our peak business periods. Some weekend work should also be expected.

**Interested candidates should submit a resume to Alan Gould, Executive Director by email at [agould@torontosoccer.net](mailto:agould@torontosoccer.net) Deadline for submissions is Monday September 18<sup>th</sup>, 2018.**