



Job Title: Customer Support Specialist

Job description: Assist and provide service to customers at Inflatable Water Park, Binbrook Conservation Area, Lake Niapenco

Department: Ontario Region

Reports to: Team Leader/Site Manager

Date: June 25, 2020 to September 7, 2020 (Temporary Part-Time)

Compensation: \$14.50/hour

JOB PURPOSE

As a member of the FunSplash Sports Park team, the Customer Support Specialist is responsible for properly equipping all players with a lifejacket, reviewing the safety rules of play with players, crowd management, providing customer service and handling customer inquiries.

RESPONSIBILITIES

- a. Communicate effectively, courteously and authoritatively with clients to ensure a fun and safe customer experience
- b. Equip players with properly fitted lifejackets
- c. Review and explain safety rules of play with all players and guardians of minor participants
- d. Maintaining the life jackets and life jacket rack in a clean and orderly fashion
- e. Administrative duties including taking bookings, completing reports and appropriate follow-up
- f. Understand, adhere to and enforce all Policies and Standard Guidelines as well as Health & Safety Standards for all individuals
- g. Maintain cleanliness of the park and facilities
- h. Provide First Aid assistance and care when necessary and complete all required reports
- i. Occasionally assist with collection of liability waivers, excepting payment, issuing passes, answering phone calls and in person customer inquiries
- j. Participate in staff meetings and training
- k. Assist with special events and crowd management
- l. May be required to assist with set up and take down of equipment

REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE

- Excellent verbal and written communication skills to provide a high level of service to customers*
- Able to maintain exceptional organizational skills and professionalism in high pressure, fast paced situations*
- Strong work ethic and eager to learn*
- Ambitious and attentive team player*
- Valid Standard First Aid/CPR*
- Experience with customer service an asset but not necessary*
- Successful applicants may be required to complete a satisfactory Criminal Record & Judicial Matters Check*

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

- The standard hours for this position are from 12:00 p.m. to 6:00 p.m. (6 hours per day) with a rotational shift of 4 days on, 4 days off. Hours may vary and some overtime may be required on an on-call basis.*
- Start and end dates of this position are flexible.*
- This job requires continual standing and walking for extended periods of time.*
- This job requires some occasional heavy lifting.*
- Uniform shirts will be provided and required to be worn at all times.*

COMPENSATION

This position pays \$14.50/hour with additional benefits to be discuss at time of interview. Potential to receive commission for any group bookings solicited by the successful applicant. Transportation to work site may be provided. This position can potentially lead to a position in management. Interested parties should forward their resume to hello@funsplash.ca .

CONFIDENTIALITY AND DISCRETION

The successful applicant must maintain the confidentiality of all company and customer information and must not discuss such matters outside of FunSplash Sports Park and PT Watersports Inc. Tact and discretion must be used in all dealings with all customers and potential customers to maintain a positive image of FunSplash Sports Park and PT Watersports Inc.