



POSITION: Customer Service Specialist

TERM: Full-Time Permanent

EXPECTED HOURS: 9:30am-5:30pm

OPPORTUNITY: Come join a results-oriented, fun, dynamic, fast, and hard-working team in the sports industry! The Sport & Social Club (SSC) has a rewarding and challenging position open for a talented and motivated individual experienced in customer service, sales and promotions and conflict management. The successful candidate must have creative energy and initiative, success working within a team environment and the ability to handle high email and call volume.

JOB DESCRIPTION: The Customer Service Specialist will have a significant impact on our players experiences and are an essential part of ensuring leagues run smoothly and successfully. This person also relays important information to the Sport Operations Manager & Executive Director to ensure player feedback is translated into league improvements. The successful candidate will work remotely from their home office in Ottawa, ON and will report to our city Sport Operations Managers and the Executive Director.

RESPONSIBILITIES:

- Retention of current players by providing exceptional customer service (via phone, email, and in-person)
- Sales of leagues, classes, and tournaments to new and existing players
- Assist in team rostering, updating standings during the season and updating league playoff schedules
- Reviewing game reports and following-up with teams via email and phone with decisions and consequences
- Up-keep of sports equipment, maintaining equipment inventory spreadsheets and payments
- Working hours will include weeknights and weekends at certain times during the year to accommodate work-flow and special events. Must have the ability to work a flexible work schedule and work evenings or longer days as required
- Undertake monthly reporting and presentation to the Sports Hub team
- Assist with tournament execution and event preparation (some weekend work required)
- Assist in covering Game Coordinator/ Evening League Facilitator shifts (some evenings)
- Other projects and duties as required

QUALIFICATION/REQUIREMENT:

- **Bilingual (Fluent in English & French - written and oral)**
- Degree or Diploma in Business, Sports Administration, or equivalent experience
- History of providing superior customer service
- Experience in sales and conflict management is essential
- Work from home, however, must live in Ottawa
- Valid driver's license

SKILLS/ABILITIES:

- Technical aptitude in working with Microsoft Office Suite and website development tools
- Strong interpersonal, teamwork and organizational skills
- Ability to initiate and follow through on assignments with high attention to detail
- The ability to manage a number of tasks during peak periods
- A positive, friendly, and helpful personality
- Knowledge and passion for multiple sports
- Ability to lift 35lbs (moving sports equipment)

COMPENSATION & BENEFITS PACKAGE:

- Competitive Salary
- Competitive Health Benefits with Canada Life (after 3 months)
- 3 week annual vacation leave
- RRSP matching plan
- Unlimited free play in sport leagues and tournaments
- Annual Team Building Retreat (travel)
- Access to company vehicle for work related tasks during the day (within Ottawa)

TO APPLY: Please submit a cover letter and resume to the Sport & Social Club (Attention: Matt Linton, Executive Director) via email to hiring@sportandsocialclub.ca. Please include subject line 'SSC Customer Service Specialist Application'. Applications will be reviewed as an ongoing process. Anticipated start date of early August. We thank all applicants for their interest. Only those selected for an interview will be contacted.

ABOUT THE SPORT & SOCIAL CLUB FAMILY: The Ottawa Sport & Social Club was developed from our desire to be the largest multi-sport provider in the city. Since 2003, the Sport & Social Club organization is operating in 6 cities managing over 30,000 weekly players. Our organizations create, organize, and manage sports leagues, tournaments, and special events for adults in their respective cities. In short, we are "Recess for Adults". Check out the website for more company information sportandsocialclub.ca.