



EXTERNAL JOB POSTING

POSITION TITLE	Front Desk Supervisor
REPORTS TO	Fitness Manager
SALARY	Determined based on education and experience

ORGANIZATION SUMMARY

Founded in 2008, PISE is a non-profit organization that provides programs and services for South Vancouver Island while managing the Pacific Institute for Sport Excellence facility, the first summer sport institute in Canada. Nationally recognized for work in the areas of **physical literacy** and **inclusion**, PISE is also a part of the ViaSport Regional Alliance in BC. The organization helps build a healthy, active community while focusing on inclusion, physical literacy, active living and supporting the development of performance sport. PISE's driving purpose is to transform lives through healthy activity and sport by providing physical activity and health education programming and services for children, youth and adults. Visit PISE.ca to learn more.

POSITION SUMMARY

As the Front Desk Supervisor, you are a customer oriented, personable and confident leader. Your team is the first point of contact with our clients and you help them ensure everyone receives a heartwarming welcome and effective assistance. Through mentorship and guidance you help them succeed. The Front Desk Supervisor is also responsible for staffing the front desk of the fitness centre, assisting clients with membership and program registrations, monitoring client waivers, inputting attendance and a range of other administrative duties and direct customer service.

KEY ROLES & RESPONSIBILITIES

- Responsible for supervising the Front Desk
- Responsible for training front desk staff in customer service
- Create and maintain effective front desk procedures
- Responsible for creating the Customer Service Specialist (CSS) and Fitness Attendant (FA) schedule and manage schedule changes as needed
- Responsible for covering shifts when short staffed
- Responsible for bi-weekly payroll submission of all Customer Service Specialists (CSS) and Fitness Attendants (FA)
- Weekly meeting(s) with the Fitness Manager to discuss fitness centre operations
- Provide mentorship and professional development opportunities for CSS and FA teams
- Administer performance evaluations for CSS and FA teams at key points of employee's tenure
- Educate PISE Team on registration, program information and any updates
- Assist in phone/in-person inquiries, registration using PISE's POS system and client follow-ups



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- Assist with facility tours for school groups, clients, etc
- Assist in cleaning and room set ups as necessary

KNOWLEDGE, SKILLS, AND ABILITIES

- Possesses strong leadership, organizational and interpersonal skills
- Demonstrates strong motivation and confidence
- Demonstrates excellent communication skills and strong conflict resolution ability
- Collaborates effectively within a team and works well independently
- Maintains detail orientation and professionalism in a fast paced work environment
- Ability to adapt to changing demands
- Analyzes issues and resolves problems with excellent judgement and decision making skills
- Promotes teamwork and commitment to PISE's overall mission, vision, and goals by fostering a positive work environment
- Understands processes and identifies areas for improvement
- Establishes realistic plans and executes efficiently
- Demonstrates drive and initiative
- Ability to build strong relationship based on trust, support, and open communication

QUALIFICATIONS

- 2+ years experience in a supervisory role (preferably in customer service)
- Proven record of excellent customer service in a fast paced environment
- Intermediate level of skill in Microsoft Office Suite (Word, Excel, Outlook)
- Experience with a point of sale system for program registration, i.e. Active Net, Perfect Mind
- Experience with budget development, implementation and accountability

TO APPLY

Please submit a resume and a cover letter by **midnight, February 15th 2021** to:

Brianna Coburn
Human Resources & Administrative Coordinator
careers@pise.ca

Thank you for your interest in PISE.

*Please note, due to the number of resumes received,
only candidates selected for an interview will be contacted.*