



JOB POSTING

POSITION TITLE	Client Service Supervisor
REPORTS TO	Fitness Manager
COMMITMENT	Full Time, 37.5hrs/week
SALARY	\$39,000 - \$43,000 range

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 Education 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 Client Service Supervisor, you are a client 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 Client Service Supervisor is also responsible for staffing the Welcome Desk, assisting clients with membership and registrations and enquiries for all PiSE programs, monitoring client waivers, inputting attendance and a range of other administrative duties and direct customer service.

KEY ROLES & RESPONSIBILITIES

- Responsible for directly supervising the Fitness Centre Receptionists (FCR)
- Responsible for bi-weekly payroll submission of all FCRs
- Responsible for creating the FCR schedule and manage schedule changes as needed
- Responsible for covering shifts when short staffed
- Led by the Fitness Manager and the HR & Admin Coordinator, assist in hiring of new FCRs
- Facilitate FCR staff training, both for new hires and ongoing for existing hires
- Create and maintain effective front desk procedures
- Provide mentorship and professional development opportunities for FCRs
- Administer performance evaluations for FCRs at key points of employee's tenure
- Educate PiSE Team on registration, program information and any updates
- Friendly, inclusive greeting and customer service for all clients
- Provide program/membership information and registration including fee collection
- Cash transactions and daily reconciliations

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- Handling phone-in and in-person inquiries
- Checking ID, membership and waiver information
- Overseeing sign in and out of equipment and facility keys
- Awareness of facility bookings and assist with facility tours
- Assist with cleaning and room set ups as necessary
- Must be available to work various shifts (would include early morning openings, weekdays, evenings, closing and weekends) and to be familiar with all operation times and roles

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 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
- 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

TO APPLY

Please submit a resume and a cover letter by **midnight, September 17th 2023** to:

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

Thank you for your interest in PISE.



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