

JOB AD

Student Customer Service Representative

Organization: Ontario Place Corporation

City: Toronto, Ontario

Job Term: April 2021 – September 2021 (Term varies depending on position)

Salary: \$14.25 to \$15.10 per hour

Hours: 36.25 hours / week. Hours are variable. Some weekends and evenings.

- Ontario Place Corporation (OPC) is seeking a motivated individual that can apply their customer service, communication and time management skills to provide customers with a positive service experience and thrive in a fast-paced, team driven environment.

AMENDMENT: Please note the posting period has been extended.

What can I expect to do in this role?

Work Description:

You will:

- Provide quality phone, online and in-person customer services delivering timely and accurate information related to all Ontario Place events, activities and services; this includes responding to customer complaints and resolving customer issues.
- Know, understand and able to explain information to visitors about prices, discounts, special offers, voucher redemptions, directions, special events and other related services
- Provide back-up support to the Cinesphere box office computerized ticketing system and other front-line service areas
- Regularly update key documents (e.g. Daily Activity Sheets, employee telephone directory, etc.), and distribute as and when required.
- Utilize databases, to gather/enter information and data for reports and correspondence

Qualification Requirements

How do I qualify?

Mandatory

1. **Student Status:** All summer jobs require a “student” status. A student is defined as someone enrolled in a secondary or post-secondary institution (currently or for the fall semester) or has graduated within the past six months. If you graduated in January, you could apply for and start a summer student position in the Ontario Public Service up until June of that year.
2. **Age:** You must be a minimum of 15 years of age. Certain positions require you to be at least 18 years old. There is no maximum age limit for applying to summer student positions. Age parameters will be provided on the job advertisement and you must meet all age requirements by May 1st.
3. **Residency:** You must be a resident of Ontario during the term of employment.
4. **Work Status – Ability to Work in Canada:** You must be legally entitled to work in Canada. You are also required to have a valid Social Insurance Number (SIN) upon being hired.

Skills

How do I qualify?

Customer Service and Communication Skills:

- You are a clear, concise oral communicator and can ask appropriate questions to better understand customer inquiries before responding
- You have written communication skills to prepare correspondence
- You have exceptional interpersonal skills to interact with the public and resolve customer complaints

Problem Solving and Analytical Skills:

- You have demonstrated analytical and problem solving skills to probe for information, assess situations and determine appropriate course of action
- You can effectively analyze information to determine the underlying needs of the customer beyond those that may have been initially expressed
- You demonstrate judgement and tact when interacting with customers

Collaboration and Organizational Skills:

- You have planning and organization skills to organize and prioritize workloads
- You are able to work independently

Computer Skills:

- You are proficient with word processing, spreadsheet, database, email and internet applications
- You have experience using computers (i.e. Intranet, Internet, databases, and electronic manuals) to research, retrieve and summarize information

Conditions / Environment:

Work is performed in an indoor environment.

How to Apply

Please submit a resume and cover letter to hr@ontarioplace.com quoting the position number and title: **Job # 3238 - Student Customer Service Representative** in the subject line.

The deadline to apply is **Monday February 15, 2021 11:59 pm EST**. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening or an interview will be contacted.

For additional information about Ontario Place, please visit www.ontarioplace.com