



TENNIS BC HUB – TENNIS RECEPTION AGENT

The Tennis BC Hub @ Richmond features 4 indoor tennis courts. This location offers accessible and inclusive indoor tennis programming for all ages and levels, public indoor court bookings and tournaments.

Tennis BC is looking to create a dynamic team of highly motivated energetic administrative and coaching staff at its new hub facility in Richmond.

Tennis BC Hub Mandate: Connecting Communities to the Sport of Tennis

Employment Type: Part-Time, Hourly position

Benefits: No*

Location: Tennis BC Hub @ Richmond, 10251 St Edwards Drive in Richmond, BC

JOB SPECIFICATIONS & QUALIFICATIONS REQUIRED:

This dynamic position requires multiple skill sets. We are seeking a mature candidate with EXCELLENT phone and computer skills, a positive attitude, professional appearance and the desire to be a team player. We are looking for someone who is a self-starter, reliable, patient, personable, energetic, and able to follow directions, and who possesses excellent organization, communication, and people skills. The ideal candidate must be available to work evenings and weekends.

KEY RESPONSIBILITIES AND DUTIES:

- Computer knowledge (MS Word & Excel)
- Great communication skills; fluent in English
- Answering phone lines, greeting and scheduling participants, and assisting the tennis director
- Outstanding customer service (greeting and attending to the needs of participants)
- Educating participants on our services
- Program Registration & Court Bookings on ClubSpark
- Tennis Inventory Management
- Minor Billing/Accounting duties
- Merchandising & Sales
- You agree to get a Criminal Record Check with a vulnerable sector search through Sterling Background Checks (online platform) - you will be reimbursed for this expense in full
- You consistently display evidence of the following key characteristics required for optimal delivery of customer service to participants, guests, and staff: (1) enthusiasm, (2) teamwork, (3) initiative, (4) adaptability, (5) empathy, and (6) accountability
- You go above and beyond to demonstrate awareness and understanding of Tennis BC's aim to deliver exceptional service to its participants

*Please note that duties will be added, deleted or assigned as required.



COMPENSATION AND BENEFITS:

The successful candidate will be required to work part-time evening and weekend shifts (up to 20hrs a week) Compensation is based on experience.

EXPERIENCE:

Customer service: 1 year (Preferred)

Any interested applicants must send a resume, with a list of 2-3 references to Sarah Kadi skadi@tennisbc.org by March 15th, 2020.