

Front Desk Agent (Auxiliary)

ORGANIZATION OVERVIEW:

The University Neighbourhoods Association (UNA) is a not-for-profit society that provides municipal-like services (streets, parks, fields, playgrounds, community centers, and a full range of recreational services) to approximately 15,000 residents living in five designated neighbourhoods on UBC Vancouver Campus. The UNA currently operates the Old Barn and Wesbrook Community Centres where we provide arts, fitness, physical activity, educational and social programs for all age groups.

Job Summary:

Providing general customer service, administrative, and facility preparation duties for the UNA on a-call basis required, this person is the first point of contact for patrons of both UNA community centres.

Job Responsibilities:

- Greets community centre patrons.
- Answers the phone, checks voicemail, and answers email inquiries.
- Helps patrons enroll in programs and purchase memberships.
- Takes payments and processes refunds for memberships and registrations.
- Creates and makes changes to customers' accounts when necessary.
- Solves a variety of issues for community centre patrons.
- Provides programming and community centre information to community centre visitors.
- Maintains the organization and cleanliness of the front desks.
- Responsible for opening and/or closing the community centres.
- Assists with room set-up and clean up as required for programs, events, and bookings.
- Continuously learns about UNA services and uses this knowledge to answer patron questions.
- Completes special projects and other duties as assigned.

Qualifications:

- Grade 12. Post secondary education considered an asset
- Customer service experience
- PerfectMind experience is an asset
- A second language is an asset
- Valid criminal record check, or willingness to obtain before start date
- Required to work weekdays and weekends.

Employment Type: Auxiliary/Casual

Pay Rate: \$20.00 per hour

At the UNA we are committed to recruiting a diverse workforce that represents the community we serve. We invite all qualified candidates to apply including Indigenous applicants, visible minorities, immigrants, LGBTQ2S+, all genders and persons with disabilities.



If you want to join our highly engaged and talented team and make direct impacts in the community, please submit your resume and cover letter to: ena@myuna.ca the position is open until filled deadline

For more information on the UNA, and to view the detailed job description visit myuna.ca/careers. We appreciate all applications; however, only short-listed candidates will be contacted for an interview.