

## **Customer Service Representative**

### **Uplands Golf & Ski Club**

**Location:** Thornhill, Ontario, Canada

**Department:** Inside Winter Operations

**Reports To:** General Manager

**Classification:** Seasonal Full-Time & Part-Time (must be available to work shifts including early mornings, days, evenings, late nights, weekends & holidays).

#### **Summary:**

Uplands Golf & Ski Club offers seasonal part-time and full-time positions. Representatives have the unique opportunity to work closely with experienced industry professionals.

#### **Responsibilities:**

- Customer service responsibilities include: answering phone calls, taking messages, providing information, processing paperwork, photocopying, filing, etc.
- Maintaining workstation cleanliness, as well as other areas of the clubhouse (i.e. kitchen, washroom, public eating area, etc.)
- Use of computer and processing software systems.
- Cashier responsibilities.
- Processing payments, selling merchandise, lift tickets, food items, etc.
- Counting cash and performing opening and closing duties.

#### **Qualifications:**

- Computer knowledge of Microsoft Word and Excel.
- Customer service experience.
- Skiing and snowboarding experience/knowledge is preferred but not necessary.
- Post-Secondary experience is encouraged.

#### **To Apply:**

Please submit your resume and cover letter to our General Manager at **manager.uplands@golfnorth.ca**. Please write "Uplands Golf & Ski Club - Customer Service Representative" in the subject line.