



Customer Service & Athlete Services Lead – Contract Events

MultiSport Canada is looking for great people who are outgoing, enthusiastic, athletic, creative, and hard working to be a part of the Team. We provide race organization and support for more than 35 events from April to November throughout Central and Southern Ontario.

Events are fast-paced and very dynamic and the ideal candidate will need to be physically fit. We are seeking applicants for Customer Service in our office and as Athlete Services Lead at events. The ideal candidate will need a positive attitude, patience, good communication skills both written and oral with an eye for detail and a passion for sport and fitness. If this sounds like you please email your resume to Sharon Foulkes at sharon@multisportcanada.com . Deadline to submit resume is February 24th, 2019.

Customer Service (office in Barrie, ON) Main responsibilities:

- Contract events customer communications – answer phones and emails
- Arrange transfers, switches, refunds, coupons and other registration issues and task as required
- Mailings
- Arrange supplies for aid stations, post event, volunteers, etc.
- Provide information for social media and newsletter updates regarding registrations deadlines, etc.
- Track registration numbers
- Prepare all Athlete Services and Operations documents and supplies for events
- Work with staff to pack out and unpack for events
- Help with triathlon events as required

Event Main responsibilities (as required):

- Lead the Athlete Services Team
- Race day registrations
- Awards and post event food
- Unpack and pack the trailers
- Solve customer registration problems
- Course crew as required



Requirements:

- Customer service experience
- Position will begin in March with 5 to 8 hours per week and will transition into 35 to 40 hours per week
- Will be required to attend seven event weekends
- Travel and some overnight stays in hotel required (MSC to cover cost)
- "G" License in good standing required
- Event experience will be considered a strong asset
- Applicants must be physically active, able to lift up to 50 lbs, able to stand for long periods and work outdoors in all elements