



## **Customer Service & Athlete Services Lead – Triathlon Series**

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](mailto:sharon@multisportcanada.com) . Deadline to submit resume is February 24<sup>th</sup>, 2019.

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

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

### Athlete Services (Events) Main responsibilities:

- Lead the Athlete Services Team at triathlon events
- Race day registrations
- Awards
- Unpack and pack the Athlete Services trailer
- Solve customer registration problems



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 (all triathlons)
- 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 50 lbs, able to stand for long periods and work outdoors in all elements