



CAMPUS & COMMUNITY RECREATION

APPLICATION DEADLINE: Friday, March 28, 2025 @ 11:59 pm (MST)

Position	Customer Service Representative, Foote Field
Employment Dates	Fall & Winter Term Aug 25, 2025 to April 30, 2026
Number of Positions	up to 5
Compensation	starting rate \$17.22 / hour
Benefits	4% vacation pay, 3.46% stat pay; 1.5% premium (UofA Students)
Hours	0-15 hours a week, varies on operational needs
Type	Casual Student Staff, hourly
Division	Campus & Community Recreation
Department	Campus Services

Position Responsibilities

- Conducts daily opening and/or closing procedures of Foote Field.
- Conducts regular facility checks and enforcement of facility policies.
- Processes rental and drop-in payments for Foote Field using Intelli Software.
- Responds to patron inquiries regarding events and general information on South Campus.
- Build positive rapport and connections with user groups and patrons.
- Directs or responds to all incoming phone and email inquiries/comments.
- Updating facility schedules and calendars.
- Performs general office duties.
- Assists with emergency responses on South Campus.
- Assists with projects, daily duties as needed.

Qualifications & Expectations

- Selected applicants need to be enrolled at the University of Alberta in the 2025-2026 academic year as a full-time student (9 credits minimum for each term).
- **Current Intermediate (Standard) First Aid and CPR Level C and AED training is required.**
 - Expiry must not be sooner than 6 months for IFA and 3 months for CPR.
- Previous experience with customer service and conflict resolution is an asset.
- Must be able to work cohesively with a team as well as independently.
- Excellent communication (oral and written) and interpersonal skills.
- Must be resourceful and take initiative.
- Presents a professional appearance and attitude.
- Knowledge of track and field, football, soccer, and rugby and/or event management is an asset.
- Knowledge of computers and web-based programs, specifically Intelligenz software is an asset.

Important Dates

- Be available for an in-person interview between March 17th - 21st.
- Be available to work flexible hours including early mornings, some daytime hours, late evenings, and weekends.
- Be available to complete Common Casual Staff Orientation (CCSO) either at the end of August 2025 or beginning of January 2026. Dates and times to be determined.

Application & Interview

1. Go to uab.ca/ccrjobs
2. Select "Apply Online" to complete a google form application submission.
3. You will be asked to submit your resume as part of your application.
4. We thank all interested applicants; however, only those applicants selected for an interview will be contacted.
5. If shortlisted, you will be contacted with times available for interviews to be held March 17-21 .

The University of Alberta is committed to an equitable, diverse, and inclusive workforce. We welcome applications from all qualified persons. We encourage women; First Nations, Métis and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expression; and all those who may contribute to the further diversification of ideas and the University to apply.

