

Customer Service Representative Overview



Job Title	Customer Service Representative (Casual Seasonal)
Report Location	230 Nantucket Blvd Unit 1, Toronto, Ontario
Company Overview	Afterburn Performance Fitness started in 2014 as a facility dedicated to the provision of leading off-season training resources for paddling athletes. Since then, it has strengthened this position, developed a strong powerlifting community and now provides a home for freelance personal trainers.
Hours	Flexible, priority to weekday nights and weekends. Some work can be done remotely.

Typical Scheduled Hours:

Monday: 6PM to 10PM

Wednesday: 4:30PM to 10PM

Thursday: 4:30PM to 10PM

Friday: 6PM to 10PM

Saturday: 8AM to 2PM or 2PM to 10PM

Sunday: 7AM to 4PM or 4PM to 10PM

Total Weekly Hours: Approximately 16-20 hours per week

Contract Term: November to May (Seasonal Position)

Note: Weekend availability is **required**, as these are our busiest hours.

To Apply Send your CV to admin@afterburnfitness.ca

Job Description This position will provide administration services and support the owner on the strategic direction of Afterburn's digital media presence. The candidate should demonstrate a strong sense of ownership and accountability in the business and the willingness to make it better.

Primary Responsibilities:

- Business Administration
 - Develop rapport with coaches, team's partners and members to understand their needs and advise the owner of opportunities/challenges to make the gym better
 - Administer membership services (New Sign ups, Renewals, questions)
 - Ensure the smooth operation of the facility including cleanliness and maintenance
 - Perform organized record-keeping and input of financial data

- Direct maintenance, feedback escalation issues as needed
- Administer the Afterburn email to ensure all emails are responded to within 24 hours
- Facility Maintenance
 - Ensure overall cleanliness of the facility

Secondary Responsibilities:

- Media Development
 - Monitor, Create content for Instagram, Facebook, Twitter and any other social media platforms
 - Create Internal and External media (posters, flyers for inside and outside the gym)
 - Manage website content
 - Develop a plan for recurring and ad-hoc content creation for the year
 - Community Engagement
 - Engage internal and external stakeholders to form new partnerships and increase our presence in key areas of growth
 - Capture and socialize life at Afterburn

Job Requirements

- Demonstrate a strong desire to OWN the business. Place yourself in the owner's shoes and find ways to do things better through listening, learning and executing with excellence
- Must be detailed oriented and quick to understand and apply new concepts, and be able to manage several ongoing issues and projects concurrently while meeting deadlines.
- Must demonstrate excellent written and verbal communication skills with the ability to communicate clearly and motivate others
- Self-Starter
- Must be able to work autonomously with minimal supervision

Remuneration

- Negotiated based on skill sets of applicants. Minimum pay is \$18/hour