



3135 Unity Drive, Units 3&4  
Mississauga, Ontario  
L5L 4L4

Tel: (905) 820-9740

Fax: (905) 820-5670

Website: [www.erinmillsoccer.com](http://www.erinmillsoccer.com)

## Customer Service Intern

**Position:** Customer Service Intern (1)

**Reports To:** Facilities Coordinator & Customer Service Coordinator

**Position Status:** Internship, January to April

**Start Date:** January 4, 2021

**Closing:** Until Filled

**Salary:** Internship (unpaid)

**Work Overview:** Afternoons, Evenings and weekends as required (30-40 hours per week)

### CLUB OVERVIEW

The Erin Mills Soccer Club (EMSC) is a non-profit community-based organization in Mississauga, offering indoor and outdoor recreational and competitive soccer programs since 1972. The Erin Mills Soccer Club is also known as EMSC and Home of the Eagles. ESMC is committed to develop, teach, and promote soccer to all ages, at all levels of play, in a safe and healthy environment.

For more information on the club please visit our website: [www.erinmillsoccer.com](http://www.erinmillsoccer.com)

### JOB OVERVIEW

Erin Mills SC is currently seeking candidates for the Customer Service Intern position. As part of the customer service and facilities team, you will assist customers with registration and queries, in addition to assisting facilities with bookings. You will liaise with the both the customer service staff and facilities coordinator seamlessly to create an efficient work environment with a focus on providing top-notch customer service and increasing our clubhouse bookings.

If you are passionate about the game of soccer, enjoy a team environment, and understand the role a not-for-profit sports organization plays within its community, this role is for you. This position involves customer & community interaction daily, so it is vital that problem solving, critical thinking, and customer service are highlights of your candidacy.

### Responsibilities & Duties:

- Familiarity with EMSC policies pertaining to our Facilities bookings and Soccer Programs
- Familiarity with EMSC's Code of Conduct
- Shall embrace EMSC's values, principles, and policy as per EMSC Constitution
- Problem solve issues impacting customers due to account, programs or bookings
- Responsible for supporting facility booking customers to ensure they have all they need at time of rental
- Identify areas of process improvements and recommend changes to the appropriate lead



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**Experience & Qualifications:**

- Excellent verbal and written communication skills
- Strong organization and time management skills
- Outgoing personality with strong customer service skills
- Knowledge and passion for the sport of soccer
- Proficiency with Microsoft Suite of Products
- Some heavy lifting may be required
- Valid Driver's license is a plus
- Standard First Aid/CPR (Preferred)

**To Apply:**

Send Resume and References to Samantha Stewart at [sam.stewart@ErinMillsSoccer.com](mailto:sam.stewart@ErinMillsSoccer.com).

Resumes will be accepted until filled. Information provided by the candidates for these positions will only be used for candidate election. We thank each applicant for taking the time and effort to apply; however, only candidates to be interviewed will be contacted.