

Office Assistant Intern

International Soccer Club – Mississauga, ON L4Z 4B6



Job description

Overview

International Soccer Club (ISC) is a Not for Profit Soccer Club established in Mississauga in 2007. The ISC is affiliate Member of the City of Mississauga, sanctioned member of the Ontario Soccer Association and The Peel Halton Soccer Association to operate as a Youth Recreation and Competitive Soccer Club in Mississauga.

Reporting to the Executive Director, the successful candidates shall be responsible for:

Scope

- Proactively engage with ISC clients through various communication channels to deliver an outstanding customer service experience, making every client interaction an exceptional one
- Focus on helping clients when they need us most, by responding empathetically to a variety of questions, assisting with a myriad of solutions and resolving client concerns at first point of contact
- Taking office calls and leaving messages as required.
- Assist with House League and Competitive side.
- Required to either open or close the office.
- Other duties as required.

Qualification

- Ability to work independently with proven time management, organizational and problem-solving skills.
- Exceptional client service capability and confidence in engaging clients by phone or in person using a friendly, positive and professional tone.
- Proven ability in building rapport and maintain client relationships, preferably in the service industry while working independently and as part of a team.
- Desire to build exceptional client experiences, and is passionate and curious to help clients meet their needs and solve their concerns.
- Digital literacy across a broad range of devices (i.e., smart phones, tablets, laptops, etc.) and across broad range of software; Excel Word, movie Clips and Familiar with Social Media Channels with above average keyboarding skills, internet and computer navigation.
- Strong English oral and written communication skills along with personal flexibility to work evenings and weekends
- Strong organizational and time management skills
- Must be available to work evenings and some weekends.
- Outgoing personality with strong customer service skills
- Must be enrolled in a co-op program (This is a non-paid internship)

Schedule:

- Monday to Friday (office hours: 9 am – 8 pm)
- Weekends (office hours: 8 am – 8 pm)

(Depending upon the availability)

Work Location: In person

Please send your resume and CV to CS@internationalsoccerclub.ca. We thank all the applicants but only selected ones will be schedule for an interview.