

# Community Engagement 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 House League Manager, the successful candidates shall be responsible for:

### Scope

- Working in the office during the week and in the community centers during the weekends
- During the weekends, candidate must be required to set up the booth, explain to parents about the house league and registration process and tear down at the end of the day. (Both Saturday and Sunday)
- 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
- During the week, the candidate is required to assist with the House League and Competitive related duties.
- Other duties if 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 (Required)

(Depending upon the availability)

Work Location: In person and community centers during the weekends.

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