

Sunnyside is Hiring!



Job Title	Customer Service and Operations Staff (CSO)
Report Location	1755 Lake Shore Blvd W, Toronto, ON M6S 5A3
Company Overview	Sunnyside Paddling Club is a community-based non-profit organization dedicated to the promotion and facilitation of paddle sports. Sunnyside Paddling Club currently has over 800 members, most of whom participate on its Dragon Boat teams, making it North America's largest paddling club.
Hours	Summer hours will be contingent on the operating hours of special events and dragon boat teams. Normal operating hours will be 5pm to 930pm weekdays, 7am to 1230pm Weekends, with extended hours for special events and programming. Minimum commitment is 13.5 or more hours a week.
Job Description	<p>Our CSO staff will be the face of the club. The role is to build relationships to better understand the needs of our customers. They will ensure the back-end operations support the customers' needs and that they are completed efficiently, effectively and to the highest standards of the club.</p> <p>There are 4 available positions.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none">● Customer Service<ul style="list-style-type: none">○ Ensure team transitions are smooth and orderly (check-ins, safety tutorials)○ Address customer queries when required● Boat Management<ul style="list-style-type: none">○ Conduct necessary maintenance on boat's when required○ Transport and Deliver Boats to Practice Site● Facility Management<ul style="list-style-type: none">○ Open facility and prepare necessary equipment (lifejackets, Oars, Small boats) for scheduled programming○ Conduct necessary maintenance● Safety Operations<ul style="list-style-type: none">○ Assist in emergency situations, and respond appropriately in coordination with EMS staff. Operations Staff are responsible for on-site customer service and are required to assist paddlers when possible.○ Operate the motorboat during practices to check if teams are in need of assistance and watch changes in weather○ Be knowledgeable and ensure compliance with safety protocols (Rescue Protocol, Lifejackets)
Qualifications	<ul style="list-style-type: none">● Current CPR First Aid● Current Bronze Medallion or Bronze Cross (SPC will work with successful candidates to attain)● Pleasure Craft Operators license and Toronto Port Authority Harbour license (SPC will work with successful candidates to attain)

**Job
Requirements**

- Demonstrate a strong sense of leadership and passion to promote the sport
- Handle operations and continuously finding ways to improve it
- General labor skills and experience with small power tools
- Must be able to effectively work in any weather condition
- Competent operation of tiller drive motors on crafts 15 feet and shorter
- Must be able to lift and carry up to 50 lbs
- Report to General Managers of SPC
- Proactive; able to work autonomously with minimal supervision

Remuneration The role starts immediately. Remuneration will consist of a fixed per hour rate of \$15 per hour.

Please email cover letter and resume to andrew@sunnysidepc.ca or khanh@sunnysidepc.ca