

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	Normal operating hours will be 4pm to 930pm weekdays, 7am to 7pm Weekends, with extended hours for special events and programming. Minimum commitment is 30 or more hours a week.
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>Responsibilities include:</p> <ul style="list-style-type: none">● Customer Service<ul style="list-style-type: none">○ Provide paddlers and teams a positive experience during their rental time at SPC from check-in/out, safety instructions to customer inquiries● Boat Management (training will be provided)<ul style="list-style-type: none">○ Conduct necessary maintenance on boat's when required○ Transport, deliver and setup of boats to rental site● Facility Management<ul style="list-style-type: none">○ Open facility and prepare necessary equipment (lifejackets, Oars, Small boats, table) for scheduled programming○ Complete maintenance of outdoor storage compound (trash bin removal, rack/fence repair)● 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 SPC paddlers and are required to assist paddlers when possible.○ Operation of a motorboat during practices to ensure team safety and safe water conditions○ Be knowledgeable and ensure compliance with SPC Club safety protocols (Rescue Protocol, Lifejackets)
Qualifications	<ul style="list-style-type: none">● Standard First Aid & CPR (B)● Current Bronze Medallion or Bronze Cross (Not Required but an Asset)● Pleasure Craft Operators license and Toronto Port Authority Harbor license (SPC will work with successful candidates to attain)
Job Requirements	<ul style="list-style-type: none">● 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 in April, 2025. Remuneration starts at a base rate of \$18 or higher depending on experience and qualifications

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