



JOB POSTING

POSITION TITLE	Customer Service Representative
COMMITMENT	Full-time; 37.5hrs/week
SALARY	Determined based on education and experience

Do you enjoy helping people, thrive in a fast-paced environment, and have a passion for health and wellness? If so, we'd love to meet you!

Why PISE?

PISE (Pacific Institute for Sport Education) is more than just a fitness centre — we're a community hub for movement, inclusion, and sport development. Since 2008, we've supported people of all ages and abilities across South Vancouver Island by promoting active, healthy lifestyles. We're proud to be a non-profit leader in physical literacy and accessibility, transforming lives through education and sport. Learn more at pise.ca.

About the Role:

As a **Customer Service Representative**, you're the friendly face of our facility — the first-person clients see when they walk through the door. From welcoming guests and managing memberships to keeping things running smoothly behind the scenes, you'll play a key role in our vibrant, health-focused environment.

As a Customer Service Representative, you will:

- Greet and assist clients with a smile
- Process memberships and program registrations
- Process payments and perform daily cash reconciliations
- First Aid attendant to all building first aid emergencies
- Handle phone, email, and in-person inquiries
- Checking ID, membership, and waiver information
- Handing/signing out equipment, towels, and keys
- Awareness of facility bookings and assist with facility tours
- Assist the team with facility rental set-ups and take-downs as necessary
- Assist the team with room set-ups and take-downs as necessary
- Open and close the facility and maintain safety procedures
- Cleaning fitness equipment and assisting with maintenance in the fitness centre
- Signing out fitness equipment to clients
- Light cleaning duties and tidying throughout the facility as necessary, including the High-Performance Gym, Regeneration Room, etc.

JOB POSTING

What We Offer:

- **Extended Health & Dental Benefits**
- **RRSP Matching**
- **Free membership** to our Fitness Centre
- **Discounts** on PISE-led programs
- **Flexible scheduling with paid time off** to fit your lifestyle
- **Supportive and inclusive team** culture
- **Free on-site parking**
- **Fun staff events** and community involvement

What You Bring:

- A positive, proactive attitude and a passion for helping others
- Experience in customer service, reception, or sales
- Confidence using computers (Outlook, Microsoft Office, etc.)
- Ability to stay organized and multitask during busy times
- Interest in health, fitness, or recreation
- Must be 16+ years old and willing to complete a Police Information Check (with Vulnerable Sector Screen)
- Available to work flexible shifts, including early mornings (starting at 7:00am), evenings (until 10:15pm), and weekends

TO APPLY

Please submit a resume and a cover letter by **midnight: Sunday, July 20th, 2025**, to:

Brianna Wheeler
Human Resources & Admin Coordinator
careers@pise.ca

Thank you for your interest in PISE.

*Please note, due to the number of resumes received,
only candidates selected for an interview will be contacted.*