



EMPLOYMENT OPPORTUNITY

Position:	Member Services Staff	Date Posted:	July 6, 2026
Type:	Part-Time, contract	Expiry Date:	July 17, 2026 - 11:59PM
Location:	Mississauga	Compensation:	\$18/hour
Duration:	September 2026 to April 2027	Positions Available:	2 (Two)

UTM Students' Union:

The UTM Students' Union, Local 109 of the Canadian Federation of Students represents and advocates for all undergraduate students at the University of Toronto Mississauga. UTM Students Union also manages the Student Centre and administers many cost-saving services. The UTM Students' Union is membership driven and cannot survive without vital student input and involvement. Students set the agenda through their elected representatives on the UTMSU Board of Directors (utmsu.ca).

Job Description:

Member Services staff working at the infoBooth or The Duck Stop are expected to have thorough knowledge regarding on campus activities and services provided to the UTM community. Working as a Member Services staff you are the initial contact our members have with the UTMSU. Therefore, it is imperative to have exceptional customer service skills.

Qualifications and Required Skills:

The ideal candidate must possess a friendly, yet confident demeanor with the utmost highest degree of integrity as well as should possess the following customer service skills and experience:

- Meticulous attention to detail and accuracy.
- Excellent organizational and interpersonal skills.
- Excellent communication skills – both written and oral.
- Adept knowledge of campus orientation, organizations, services and activities.
- Thorough knowledge of the UTMSU, its campaigns, services and events
- Comfortable working under pressure and in high-pace environments.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Experience with customer service is preferred
- Excellent cash handling skills

- Ability to keep an organized record of inventory as well as stock inventory in an organized manner
- Proficient in Microsoft Office, Computer troubleshooting, POS systems
- Ability to stand for long periods of time as well as lift up to 25 lbs.

Responsibilities and Duties:

Employees working as Member Services Staff provide daily support for students, clubs and community members visiting the UTM Student Centre. Responsibilities include, but are not limited to:

- Sharing information pertaining to UTMSU related events
- Assisting with general inquiries, providing Health and Dental information
- Selling discount tickets
- Facilitating printing
- Distributing the U-Pass throughout the year
- Inventory records and checks
- Product sales & stocking
- Maintain balanced tills and cash flow

During the Fall/Winter term, a minimum of 8 hours per week availability is required and working hours are tentatively scheduled between 9 AM - 9 PM.

Member Services Staff will report to the Member Services Coordinator.

Compensation:

Remuneration is \$18/hour.

Contact / Application Information:

For more information on the position of Member Services Staff, please contact UTMSU at jobs@utmsu.ca and cc: internal@utmsu.ca. Please use the subject "Application: Member Services Staff". Please include in the email your year of study. Applications must follow above guidelines or they will not be considered.

How to Apply:

Please send your resume by July 17, 2026 at 11:59 PM to the attention of Xingyi (Freya) Gao: jobs@utmsu.ca.

Interview:

Only selected candidates will be invited for an interview.