



Client Experience Coordinator

Are you passionate about delivering exceptional client experiences and making every interaction count?

RINK Training Centre Winnipeg is looking for a highly organized, people-focused Client Experience Coordinator to take ownership of the client journey—from first contact through ongoing engagement—and ensure every touchpoint reflects excellence. In this role, you'll be the driving force behind a seamless, high-quality client experience. You'll coordinate operations, support front-line teams, and continuously improve how we serve our clients—helping build strong relationships, loyalty, and long-term success.

What You'll Do:

Client Experience Leadership

- Act as a primary point of contact for client inquiries, concerns, and escalations
- Ensure a consistent, welcoming, and high-quality experience across all client touchpoints
- Coordinate onboarding to set clients up for success from day one
- Monitor feedback and identify opportunities to improve service delivery

Operations & Coordination

- Oversee scheduling, service flow, check-ins, and client communications
- Ensure billing, payments, credits, and refunds are handled accurately and professionally
- Maintain accurate client records, scheduling systems, and CRM data
- Coordinate across teams to ensure smooth, efficient service delivery

Continuous Improvement

- Identify and implement improvements to client-facing processes
- Track and report on client experience metrics (including satisfaction/NPS)
- Support retention, engagement, and loyalty initiatives

Team Support

- Coach and support front-line staff in delivering exceptional service
- Help foster a culture of service excellence, accountability, and continuous improvement
- Assist with staff scheduling and payroll reporting

What You Bring:

- **5+ years of client service experience**
- A passion for creating outstanding client experiences
- Strong organizational skills with exceptional attention to detail
- Proven ability to manage multiple tasks, prioritize, and solve problems effectively
- Excellent communication and leadership skills
- Proficiency in MS Office and comfort with client management systems
- Experience in recreation, sport, or community programming environments
- Post-secondary education in Recreation Management, Community Development, or related field

What You Can Expect

- A collaborative, team-driven environment
- Opportunities to influence and improve the client experience
- Professional growth and development opportunities
- A role where your impact is visible and valued

About RINK

RINK is a high-performance sport and training environment serving athletes, families, and the broader community. Our Client Service Desk is the hub of daily activity — supporting program registration, scheduling, inquiries, and coordination across multiple departments. Our front-line team plays a critical role in delivering a smooth, welcoming, and organized experience for every client who walks through our doors or reaches out for support.

Start Date: ASAP

Salary Range: \$50,000.00-\$60,000/Commensurate with experience

Status: Full-Time, On-Site Only

If you thrive in a fast-paced, people-focused environment and take pride in delivering outstanding service, we want to hear from you. **Apply today and help us elevate the client experience. Send your resume and Cover letter to careers@therink.ca.**

Subject Line: Rink WPG CEC

Our Commitment to Diversity and Inclusion:

RINK is proud to be an Equal Opportunity employer. We celebrate diversity and commitment to an inclusive environment for all employees and welcome the skills and perspectives it brings for a truly innovative and rewarding experience.