



Guest Services Representative
Casual
Shifts include days, evenings and weekends
\$17.50 - \$21.88/hour

Come work with us!

At the City of Leduc, our mission is People. Building. Community. We offer a collaborative and dynamic workplace where our values of Teamwork, Service, Respect and Leadership guide our conduct and contribute to a healthy culture. If you would like to work as part of a progressive organization and enjoy a fast-paced environment, then this may be the opportunity for you.

What is the opportunity?

We are currently recruiting for a casual **Guest Services Representative**.

Reporting to the Guest Services Supervisor, this position provides friendly, courteous and professional service by assisting customers with a variety of functions including facility admission, membership sales and renewals, program registration, facility rentals and most general phone, e-mail and Internet inquiries. The individual actively promotes the Leduc Recreation Centre's services by identifying customer needs, recognizing moments of opportunity, providing value-added advice and providing the appropriate solution to meet the customer requests.

What will you do?

- Provide friendly, courteous, and professional service by assisting customers.
- Provide facility admission, membership sales and renewals, program registration, facility rentals and general phone, email and internet inquiries.
- Wrist banding of facility users
- Assisting clients with inquiries regarding phone website and registration apps for booking activities and registering classes.
- Accuracy in completing customer requests and administrative tasks.
- Following guidelines provided for health and safety issues.
- Utilize effective communicating and listening skills to identify problems, needs and opportunities to assist Internal and external customers.
- Ensure accurate and efficient balancing of cash, and floats at end of shift.
- Monitor and distribute program equipment for field house usage.

What do you need to succeed?

You are the successful candidate for this position if you have the following:

- Possess a High School Diploma
- Minimum of one year of customer services experience, including cash handling experience and knowledge of MS Office Suite
- IntelliLeisure computer experience is an asset

- First Aid/CPR certificate is an asset
- Must have the ability to work flexible shifts, evenings and weekends

Interviews will be held on October 1 & 2; between 9:00 am and 3:00 pm.

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- Competitive wage
- City of Leduc Employee and Family Assistance Program (EFAP)
- Free parking
- Annual City of Leduc recreation pass, including access to free drop-in programs

Successful candidates must be willing to provide Criminal Records Check-Vulnerable Sector at own expense.

If this sounds like you, we want to hear from you! To apply, please visit our website at:

www.leduc.ca/careers

Competition closes at 11:59 PM (MT) on September 25, 2024. This competition may be used to fill future vacancies at the same or lower classification level. Due to the high volume of resumes received, we are not able to respond to individual phone calls. We thank all applicants for their interest, however, only those selected for interviews will be contacted.