



Guest Services Representatives  
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 casual **Guest Services Representatives**.

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 December 9 and 11**

[MyRewards@COL](mailto:MyRewards@COL)

- 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](http://www.leduc.ca/careers)

**Competition closes at 11:59 PM (MT) on November 27, 2024.**