



GUEST SERVICES REPRESENTATIVE

Permanent, Part-time (17.5 Hours / week)

\$18.03 - \$22.54 per hour

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.

Come work with us!

Are you someone who thrives in a fast-paced, people-first environment? Do you enjoy helping others and creating a welcoming atmosphere for all? If so, the City of Leduc's Guest Services team at the Leduc Recreation Centre (LRC) is the place for you!

We're currently looking for a friendly and reliable individual to join our team as a **Permanent Part-Time Guest Services Representative** (minimum 17.5 hours per week). In addition to this permanent role, we are also hiring for a **casual position** to provide support during busy times, vacation coverage, and special events!

What is the Opportunity?

Reporting to the Customer & Membership Services Coordinator, this role involves a wide range of customer service and administrative duties, including assisting with admissions, memberships, program registration, facility rentals, and general inquiries via phone, email, and online platforms.

This is a great opportunity to be part of a dynamic, community-centered facility where your contributions directly support active lifestyles, family fun, and inclusive access to recreation. Whether you're helping a parent register their child for swimming lessons or guiding a senior through membership renewal, you'll be making someone's day a little easier—and a lot more enjoyable.

What will you do?

As a Guest Services Representative, you will:

- Provide friendly, courteous, and professional service by assisting customers at various facilities like the Leduc Recreation Centre, Maclab Centre for the Performing Arts, and Alexandra Outdoor Pool
- Support day-to-day operations including facility admission, membership sales and renewals, program registration, facility rentals, and general phone, email, and online inquiries
- Accurately wristband facility users based on activity and age requirements
- Assist clients in navigating online platforms, including our website and registration apps for activity bookings and class registrations
- Ensure accuracy in processing customer requests and completing administrative tasks
- Follow safety guidelines and procedures to maintain a safe environment for staff and guests
- Communicate effectively to identify guest needs, resolve concerns, and provide timely solutions
- Accurately balance cash and floats at the end of each shift
- Monitor and distribute equipment for field house usage and other programs as required



Who you are?

You are a strong fit for this role if you have:

- A High School Diploma
- A minimum of one year of customer service experience, ideally with cash handling responsibilities and Microsoft Office knowledge
- Experience using Intelli Leisure software (an asset)
- A valid First Aid/CPR certificate (an asset)
- The ability to work flexible shifts, including evenings and weekends
- A positive attitude, attention to detail, and a desire to provide excellent service to guests of all ages

What we offer?

At the City of Leduc, we believe in supporting our employees' well-being and career growth. In addition to a competitive salary, we offer:

- A comprehensive benefits package including health, dental, and wellness benefits with a generous healthcare spending account
- A LAPP pension plan to help secure your future
- 3 weeks' vacation per year
- Opportunities for professional development and career growth
- An annual City of Leduc recreation passes with access to free drop-in programs
- A collaborative, supportive, and inclusive work environment where teamwork is at the heart of everything we do

Important Notes

- This is a **permanent part-time position** offering a minimum of 17.5 hours per week
- A **casual Guest Services position** is also available. Applications for this position will be considered to fill a Permanent Part-time OR casual position.
- Successful candidates must be able to provide a current Criminal Record Check – Vulnerable Sector at their own expense

Ready to Join Us?

Come and be part of a friendly, community-focused team that takes pride in creating a welcoming and inclusive experience for all guests at the Leduc Recreation Centre. If you're passionate about customer service, enjoy helping others, and thrive in a dynamic environment, we'd love to hear from you!

Apply today by submitting your resume at: www.leduc.ca/careers.

The competition closes at 11:59 PM (MT) on June 9th, 2025. This competition may be used to fill future vacancies at the same or lower classification level. Interviews will be scheduled on Monday, June 16 and Tuesday, June 17.