

GUEST SERVICES REPRESENTATIVE

Casual – Hours vary from 0 – 44 / week

Schedule for daytime (08:00 am – 05:00 pm) weekdays and weekends

Schedule for evening time (03: 00 pm – 10:30 pm) weekday evenings and weekends

\$18.03 - \$22.54/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 **Casual Guest Services Representative** for day and evening time availability.

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 and administrative, 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:

- Employee Family Assistance Program
- Annual City of Leduc recreation pass
- Free Parking
- Opportunities to learn and grow within the organization
- A dynamic, fun, fast-paced work environment

Important Notes

- This casual Guest Services Representative posting will be used to fill up to two (2) positions, with day and evening availability required.
- 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 October 15th, 2025. This competition may be used to fill future vacancies at the same or lower classification level.