

# Shift Lead (Full-time)

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## General Schedule\*:

Wednesday: 3:30pm – 11:30pm

Thursday: 3:30pm – 11:30pm

Friday: 12:00pm – 8:00pm

Saturday: 7:30am – 3:30pm

Sunday: 7:30am – 3:30pm

\*Exact times may vary depending on facility needs.

## Description:

Shift Lead's assume a leadership role, coordinating Genesis Centre staff and facility operations (Pass Holders, Drop-in Admissions, and Facility Bookings) during evenings and weekends. The shift leader is responsible for all on duty front line staff (Facility Attendants and Custodial), ensuring staff are following proper procedures and duties, delegating tasks as required ensuring the facility is delivering on its commitments to clients and that our standards of cleanliness are always being met.

## Roles and Responsibilities:

- Assume a leadership position, acting as a problem solver and decision maker when Managers are not present, ensuring the Genesis Centre brand and standard of cleanliness is always maintained. Overseeing and providing support to the staff during day to day operations.
- Hands on role of completing set-up and take-down for facility bookings and special events, acting as a 'point person', overseeing the smooth execution of special events, and bookings.
- Provide exceptional customer service – utilising strong communication and troubleshooting skills to manage all customer enquiries, requests, and complaints.
- A thorough understanding of various aspects of the business including strong knowledge of the facility layout, facility passes, programs, bookings day sheet, public and special event schedule, and emergency procedures.
- Handle cash and operate equipment – cash register, credit/debit machine, printers, camera, photocopier and computer.
- Assume a leadership role during emergencies, security threat, and first aid situations.
- Assist in guest services administrative tasks and special projects are required.
- Other duties/portfolios as assigned

## Skills and Abilities:

- At least three years of continual customer service experience. Experience in a community recreation facility is preferred.
- Previous supervisory experiences, coaching and mentoring front line employees.
- Proven ability to problem solve and be proactive without supervision.
- Must possess excellent customer service skills, outstanding telephone etiquette and ability to communicate fluently in English. Multilingualism and experience in sales is an asset.
- Experience and knowledge of Intelligenz (recreation facility management software) is an asset.
- Experience in coordinating special events is an asset.
- Excellent organizational, multi-tasking and problem solving skills
- Strong computer literacy, including a solid understanding of Microsoft Office
- Standard First Aid/ CPR certification required
- Ability to perform physically demanding tasks (including lifting up to 50 pounds).

## Employment Terms:

- Full-time, Wednesday to Sunday
- 40 hours per week, must be available to work above mentioned schedule
- Starting: \$18.00 / hr