

Guest Experience Attendant

Description:

Reporting to the Guest Experience Manager, the Guest Experience Attendant (GEA) will be responsible for maintaining the guest services desk operations. Each guest that walks into our Centre will be welcomed and acknowledged with passion for contributing to bridging people and groups in shared celebration, learning and play. This position will work closely with the Supervisor and Operations team to ensure the needs of guests attending scheduled special events, sports, meetings, and other activities are met.

Employment Terms & Perks:

- The wage range of \$15.00 - \$18.00/ hour depending on experience and performance.
- Part time: 10-25 hours per week. For part time, employee must be available to work a minimum of three shifts a week including weekend shifts.
- Free NECCS Family Facility Pass
- Free on-site parking and close to C-Train

Desk Operations (90%)

- Greet guests in a friendly and professional manner.
- Provide exceptional customer service – utilizing strong communication and troubleshooting skills to engage each guest as a unique individual and listen attentively to their requests, enquiries, & complaints.
- Be available always at the guest services desk to provide in person services to guests and over the phone.
- Answer the telephone in a timely and professional manner, and direct calls to appropriate channels.
- Responsible for all guest services tasks, including selling membership, invoicing bookings, pass cancellation, payment authorization setup, consumable equipment management, replenishing forms, etc.
- Responsible for cash float, cash out and ensuring it balances correctly at the end of the shift.
- Learn, familiarize and adhere to all emergency codes and procedures, assume a leadership role in attending to emergency situations, administering first aid, and participating in evacuation.
- Responsible for keeping the guest services area tidy and promote a safe working environment.
- Update activity schedule screen to ensure it reflects correct teams, when unsure, rely on client's website.

Operations Attendant Duties (10%)

- Set up and take down of tables, chairs, sporting equipment, and other facility preparation for meetings, sporting or special events.
- Manage the traffic flow and turnover of facility spaces and dressing rooms, ensuring rooms/spaces are vacated by end of rental permit agreement and prepared for the next guests.
- Lead role in monitoring events and facility; ensuring rules and regulations of The Genesis Centre are followed and a safe environment is maintained.
- Perform some custodial duties, as required: Sweeping, vacuuming, mopping, dusting, trash removal and cleaning windows/equipment.
- Maintain outside property including, snow removal (winter) and landscaping (summer).

Other duties as required.

Mission, Vision and Values:

Our Mission: A hub for the community bridging people in shared celebration, learning and play.

Our Vision: An inspired community.

Our Values: At Genesis Centre we are Impactful, Inviting, Committed, Visionary and Resilient.

- **Impactful:** We provide an experience that nurtures and enhances the lives of those around us.
- **Inviting:** We serve people of all abilities, faiths, ages, identities, orientations and backgrounds who will be respected and welcomed.
- **Committed:** We dedicate ourselves to operating in an open, consistent, and responsible manner.
- **Visionary:** We dream, anticipate and collaborate with the community to bridge from present work to future needs.
- **Resilient:** We learn, adapt and focus on community goals and will not be derailed by challenges.

Skills and Abilities:

- 1-2 years of customer service experience in a recreation facility is preferred.
- Experience in performing set up and take down of sporting, special events or similar environments.
- Able to perform physical requirements of the job including walking, lifting (up to 50lbs), standing for extended periods of time and performing repetitive tasks.
- Must possess excellent customer service skills and ability to communicate fluently in English. Multilingualism would be considered an asset.

- Strong computer skills, including an intermediary understanding of Microsoft Office.
- Excellent organizational, multi-tasking and problem-solving skills.
- Keen awareness for safety and security. WHMIS and safe lifting training would be considered assets.
- Experience and knowledge of Intelligenz (recreation facility management software) or similar software is an asset.
- Standard First Aid/ CPR certification and Police Background Check required prior to employment.
- Proof of COVID-19 vaccinations, made available within 30 days of employment.

How to Apply

Submit your resume and a brief cover letter highlighting your experience and why you'd be a great fit to sshivji@genesis-centre.ca