

westside

A place to play....and work!



Westside Recreation Centre

2000-69 Street SW, Calgary, Alberta

work@westsiderec.com

POSITION TITLE: Customer Service Shift Supervisor: Full-time

WHO IS WESTSIDE:

Westside Recreation Centre is a world-class facility based on a lifestyle and wellness concept. Since 2000, we have been providing families with a fun, healthy and affordable environment with world class activities, including a hockey and skating facility, fitness centre, gymnasium and an aquatic park.

BENEFITS OF BEING AT WESTSIDE:

- Competitive wages & benefits
- Close proximity to LRT lines
- Use of Recreation Facility
- Scholarship Opportunities

POSITION DESCRIPTION:

The successful candidate will be responsible for leading the Customer Service & Fitness Reception Desk staff during assigned shifts. Duties include:

- Provide exceptional customer service in the delivery of facility information and access, program and personal training registrations as well as membership sales
- Assist in training qualified Customer Service & Fitness Reception Desk staff
- Supervise staff and ensure adequate staff levels for assigned shifts
- Provide assistance to staff in resolving and seeking additional guidance during problem solving scenarios
- Act as primary communicator to staff for pertinent shift information and responsibilities

WORK TERM:

- Full-time position, 30-37.5 hours/week
- Variable opening (5 AM) and closing (10:45PM) shifts, including weekends
- Expected Schedule: Thursday – Monday Evenings.

QUALIFICATIONS/ SKILLS REQUIRED:

- Current Standard First Aid/CPR/AED certification
- Previous supervisory experience, preferably in a front-line guest/customer service operation
- Excellent communication, interpersonal and customer service skills
- Strong leadership, organizational and problem solving skills
- Ability to develop effective working relationships and participate effectively in a team environment
- Previous computer experience on CLASS and EZ Facility systems is an asset

CLOSING DATE: open until a suitable candidate has been found

TO APPLY, EMAIL YOUR RESUME TO:

work@westsiderec.com

We thank all applicants for their interest, however only those candidates to be interviewed will be contacted. Westside Regional Recreation Society believes in equal opportunities and is a non-smoking environment. All positions have a screening process that includes interviews, references, security, and employment history checks.