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## **POSITION TITLE:** Guest Relations Ambassador - Part-time

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### **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 West LRT line
  - Use of Recreation Facility
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### **POSITION DESCRIPTION:**

A Guest Relations Ambassador is a motivated and enthusiastic member of the Westside Guest Relations team. As the first point of contact with all guests, this position sets the initial expectation of exceptional customer service. Responsibilities include, but are not limited to:

- Greet, engage and welcome guests in a friendly, professional and courteous manner
- Keep abreast of and provide pertinent information such as facility access, programming and membership to customers and team members
- Monitor guest access and maintain security awareness
- Actively engage and build positive relationships with all guests and staff
- Accurately complete all daily processes and transactions including drop-in, monthly and membership sales, program registration and other account inquiries payments
- Consistently balance daily cash outs
- Assist with administrative tasks and maintain a clean, safe and organized workspace
- Assist and respond to emergency situations

### **QUALIFICATIONS:**

- Minimum high school education, additional post-secondary in hospitality/tourism an asset
  - 1+ years of guest services experience preferred, ideally in a fitness/community recreation environment
  - Current Standard First Aid and CPR certification
  - Fluent in a second language is an asset
  - Proficient in Microsoft Office, Outlook and a willingness to learn new technology, previous experience in a recreation software such as PerfectMind an asset
  - Must be a minimum 18 years of age
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*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. This position has been deemed to be safety sensitive and is subject to post-incident drug and alcohol testing.*

**SKILLS REQUIRED:**

- Superior front line customer service skills, hospitality/guest relations experience an asset
- Energetic and welcoming client-facing demeanor
- Friendly and professional phone etiquette
- Excellent and clear communication skills both verbal and written
- Strong organizational skills and attention to detail
- Ability to work independently
- Adaptable and enjoy working in a hands-on team environment

**PHYSICAL/PSYCHOLOGICAL DEMANDS:**

- Adaptable and enjoy working in a hands-on team environment
- Ability to work in a fast-paced, sometimes noisy environment
- Ability to assist in difficult customer interactions and emergency-related incidents
- Ability to work flexible hours in a non-traditional schedule including early mornings, evenings, weekends and holidays
- Ability to lift 10-15 lbs daily
- Ability to remain on feet and/or sit for a period of up to 5 hours at a time
- Must hold high ethical standards as position has access to confidential information and cash handling duties

**EMPLOYMENT TERM:**

- Part-time position, year round employment, 10-25 hours/week
- Variable shifts during operational hours of 5:00am to 10:45pm including weekends and holidays

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**CLOSING DATE:**            **December 13, 2021**  
  *\*Interviews will start prior to closing date*

**TO APPLY, EMAIL:**    work@westsiderec.com

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