

POSITION TITLE: Guest Relations 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.

POSITION DESCRIPTION:

The Guest Relations Supervisor is a motivated and enthusiastic member of the Westside Guest Relations team. This hands-on position provides consistent leadership support to the team. The supervisor acts as the role model for exceptional customer service, teamwork and initiative. Responsibilities include, but are not limited to:

- Greet, engage and welcome guests in a friendly, professional and courteous manner
- Serve as a visible and active goodwill ambassador with guests and staff
- Work cohesively with a team of Guest Relations ambassadors, supervisors and managers to be successful individually and as a team
- Keep abreast of and provide pertinent information such as facility access, programming and membership to customers and team members
- Actively engage and build positive relationships with all guests and staff
- Act as a mentor to strengthen employee judgement, critical thinking, problem solving and conflict resolution issues
- Assist with ongoing employee training, onboarding and orientations
- Lead, support and supervise the Guest Relations team with all daily processes and transactions including drop-in, monthly and membership sales, program registration and other account inquiries
- Investigate, resolve and report customer issues and escalate concerns where appropriate
- Assist with administrative tasks and maintain a clean, safe and organized workspace
- Assist and respond to emergency situations

QUALIFICATIONS:

- College or university degree (hospitality and tourism preferred) or equivalent work experience
 - 4+ years of guest relations experience, ideally in a fitness/community recreation environment
 - Current Standard First Aid and CPR certification
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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.

- 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

SKILLS REQUIRED:

- Superior customer service skills, hospitality/guest relations experience an asset
- Energetic and welcoming client-facing demeanor
- Outgoing, diligent and affable disposition
- Excellent and clear communication skills both verbal and written
- Strong organizational and problem solving skills as well as attention to detail
- Adaptable and enjoy working in a hands-on team environment

PHYSICAL/PSYCHOLOGICAL DEMANDS:

- Energetic and welcoming client-facing demeanor
- Ability to work in a fast-paced, sometimes noisy environment
- Ability to manage 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
- Ability to convey authority in a respectful and professional manner
- Must hold high ethical standards as position has access to confidential information and cash handling duties

EMPLOYMENT TERM:

- Full-time hourly position, 30-37.5 hours/week
- Variable shifts during operational hours of 5:00am to 10:45pm including weekends and holidays

CLOSING DATE: **July 11, 2021**
**Interviews will start prior to closing date*

SALARY: Westside provides a competitive salaries and benefits package

TO APPLY, EMAIL: work@westsiderec.com

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