



Town of Blackfalds

Position Description

Title:	Guest Services Representative (Seasonal)
Reports To:	Guest Services Officer
Direct Reports:	None
Position Summary:	Responsible for providing friendly, courteous and professional service by assisting guests at the Abbey Centre with a variety of functions including, membership registration, program registration, facility bookings, re-sale merchandise and general phone, fax, email and internet inquiries. GSR's actively promote the Abbey Centre's services by identifying needs, recognizing moments of opportunity, providing value-added advice and finding appropriate solutions to meet the guest's requests.

Required Knowledge, Skills and Abilities

- Commitment to continuous improvement and excellent guest service
- Proven ability to deal directly with other staff and guests in a courteous and friendly manner
- Ability to relate well with children of all ages
- Efficient and effective communication, interpersonal and listening skills with the ability to ask questions
- Strong teamwork and cooperation skills
- Excellent skills in decision making, planning and problem-solving
- Require a high degree of organization and attention to detail
- Ability to work efficiently and effectively without constant direct supervision
- Ability to set priorities and balance multiples projects/tasks at one time
- Knowledgeable with computers and software such as Microsoft Office

Position Requirements

- Intakes and processes facility bookings, memberships and program registrations via recreation software system
- Processes point of sale including event ticketing, BOLT passes and gift cards
- Resolves guest inquiries, concerns and complaints either directly or by referring to the Guest Services Officer.
- Utilizes effective listening and communication skills to identify problems, needs or opportunities
- Processes Leisure Access Pass and program utilization
- Processes and schedules child minding and fitness orientations
- Ensures efficient and accurate completion of guest requests and transactions
- Along with other staff, ensures appropriate and safe use of the facility by guests and enforces facility guidelines and rules
- Maintains records of sports equipment and rental lock usage
- Implements emergency procedures during an emergency and provides information and directions for guests
- Acts as Fire Warden as assigned on the shift schedule
- Performs other related duties and responsibilities as required

Preferred Education and Experience

- Previous guest services experience is a must, with an emphasis on recreation preferred
- Municipal experience and experience with recreation software is an asset.
- Experience with cash handling and point of sale preferred
- Additional Requirements:
 - a. Must be a minimum 18 years of age
 - b. RCMP Criminal Record Check with Vulnerable Sector Screening
 - c. Valid Driver's License with current Drivers Abstract
 - d. Child Intervention Check

Physical Demands

- Light work, occasionally lifting to 20 lbs
- Sitting and standing for periods of time



- Repetitive reaching

Work Environment

- Very dynamic work environment
- The noise level in the work environment will vary between quiet to loud

Conclusion

This position description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. This position description is intended to convey information essential to understanding the scope, the general nature and level of work expected to be performed.