



**TOWN OF BLACKFALDS  
EMPLOYMENT OPPORTUNITY**

*Blackfalds is one of Canada's youngest and fastest growing communities; with a population of 10,125 and a growth rate of 2.11% in 2018.*

*Ideally situated in Central Alberta, midway between Alberta's two largest urban Centre's, Blackfalds retains the feel and security of a small-town while being only a short drive from urban amenities of post-secondary education, regional scale shopping outlets and entertainment.*

*Outstanding recreational opportunities, a robust and diversified economy and affordable land and housing are among the factors contributing to our thriving, successful, and dynamic community.*

*If you are looking to be a part of a hardworking and fun loving team in our community, please learn more about the Town of Blackfalds at [www.blackfalds.com](http://www.blackfalds.com). We look forward to receiving your résumé!*

**Guest Services Representative, Casual**

**Position Summary:** The Guest Services Representative is responsible for providing friendly, courteous, and professional service by assisting guests with a variety of functions including, membership registration, program registration, facility bookings and most general phone, fax, email, and internet inquiries. The individual actively promotes the Abbey Centre's services by identifying guest needs, recognizing moments of opportunity, providing value-added advice, and providing the appropriate solution to meet the guest's requests.

*The position description can be seen in its entirety at [www.blackfalds.com](http://www.blackfalds.com)*

**Requirements and Qualifications:** You are a motivated person, who can work in a supervised area. You possess strong communication skills that help you to be a valuable team member. You have demonstrated skills in time management and are highly organized. You are available to work on weekends and evenings and enjoy work in a dynamic environment. You are committed to continuous improvement and have excellent customer service skills. You possess Standard First Aid with CPR "C" and AED, a valid driver's license, a R.C.M.P. Criminal Record Check with Vulnerable Sector Screening, Intervention Record Check, and a current driver's abstract.

**Hours of Work:** This position is classified as casual with no shifts or hours guaranteed with the possibility of varying schedules to address operational requirements particularly on evenings and weekends.

**Hourly Wage:** The hourly wage rate is set as per the CUPE Collective Agreement 2019- 2021 hourly rate range \$26.45 to \$29.77.

**How to Apply:** The Town of Blackfalds is an equal opportunity employer and encourages individuals interested in this position to submit a cover letter and resume to the address below. If applying by e-mail, please ensure your name and the job title is included in the subject line. Posting remains open until three suitable candidates found.

***We appreciate and consider all applications, however only candidates selected for an interview will be contacted.***

Town of Blackfalds, Box 220, 5018 Waghorn St, Blackfalds AB, T0M 0J0  
Attention: Human Resources  
Email: [hr@blackfalds.com](mailto:hr@blackfalds.com) website: [www.blackfalds.com](http://www.blackfalds.com)

## **Town of Blackfalds**

### **Position Description**

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<b>Title:</b>	Guest Services Representative
<b>Reports To:</b>	Guest Services Officer
<b>Direct Reports:</b>	None
<b>Position Summary:</b>	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.

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#### **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.



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**CAO**

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**Director of Community Services**

Approved/Revision Date: November 30, 2018