



Facility Operation – Guest Services

Crescent Point Regional Fieldhouse
125 Fieldhouse Drive East – Okotoks, Alberta
www.cpregionalfieldhouse.com

Part Time (8-16 hrs/week) – weekends only

Crescent Point Regional Fieldhouse is a recreation facility that provides clean, safe, multi-purpose spaces for a variety of leisure, recreation, programs, events and sporting activities that enhance the quality of life for residents in and around the Foothills Area. We are searching for a part time employee to join our dynamic Guest Services team!

Guest Services - Primary Accountabilities Include:

This position is responsible for the operation of the Guest Services desk which includes assisting customers in their requests, managing the incoming and outgoing flow of guests and answering phone inquiries. This position will work closely with Sports Services to meet scheduled event needs.

Responsibilities:

- Provide superior customer service by addressing customer concerns and questions in a professional manner both in person and on the phone.
- Monitor the Guest Services and front lobby areas to ensure a safe and clean environment is maintained.
- Attract potential customers by answering questions regarding available programs, drop in activities and camps.
- Open customer accounts by recording account information.
- Assist customers with booking requests and schedule activities in Max Galaxy software.
- Go the extra mile to ensure that each customer has the best possible experience!

Requirements:

- Current Standard First Aid - Level C CPR and AED certifications are required or be able to obtain certification
- Previous experience working in a customer service related position is considered an asset
- Previous cash handling experience required
- Police Clearance required.

Skills and Attributes:

- Must be able to anticipate the needs of clients and be willing and able to respond to last minute changes. This position will appeal to individuals who enjoy multitasking
- Excellent verbal and written communication skills are required.
- Must be able to adapt well in a fast paced, challenging environment with multiple and changing priorities
- Work independently with minimal supervision to complete assigned daily tasks and priorities
- Demonstration of excellent problem solving and decision-making skills
- Demonstrated initiative and high work standard
- Keen awareness for safety
- Willing to participate and perform a broad range of duties

Additional Information:

Successful candidates will be required to work weekends.

Interviewing and hiring may commence prior to the posted **closing date of November 10, 2018**. Only candidates selected for an interview will be contacted.

Application Process:

Please submit resume with cover letter to Shannon Kleibrink, General Manager –
skleibrink@cpreionalfieldhouse.com