

**Job Title:** Guest Services**Overview:**

We are looking for enthusiastic and friendly individuals who are passionate about delivering World-Class Service to join our team as part of our Guest Services Team. As part of the team that first welcomes our guests of all ages to the Southeast Event Centre, you will be the first impression, the person that can confidently and articulately inform all our guests of where they need to go, what they need to know and trouble shoot while also leaving a lasting impression ensuring that everyone is served beyond expectation, creating a memorable experience for them. You'll work closely with all departments and events staff to deliver top-notch service in a fast-paced, dynamic environment.

**Key Responsibilities:**

Being present at the Reception Desk/Area during all part of your shift, this is a hands-on position and not being on your cell phone. You're engaging, seeking guests out to help and direct them where they need to go. You answer the reception phone with a smile on your face, ensuring all inquiries are met, seeking information to gather more information on how you can help and offer solutions.

Completing assigned administrative tasks, ensuring the Event Centre Schedule is on task and all related activities from set-up and take care on time and completed. Handling walk-ins for hourly use recreation activities.

Takes Food & Beverage reservations, helps assist with payments and bookings, all while being able to multitask with a smile on our face.

**Qualifications:**

Outstanding verbal communication skills, proficient on all basic computer skills, able to send, follow up and answer all emails pertaining to this position from Customers both current and potential.

Flexible availability, including evenings, weekends, and holidays. Able to stand for long periods, able to lift 25 lbs.

**Benefits:**

- Competitive hourly wage.
- Opportunities for professional growth and advancement within the company.
- Employee discounts on dining and events.
- A supportive team environment with a focus on work-life balance.