



Lax Kw'alaams Band

206 Shashaak Street,
Port Simpson, B.C. VOV 1H0
PH: 250-625-3293 F: 250-625-3246

JOB OPPORTUNITY

Guest Services Worker

Date Classified: November 19, 2021

Business Unit: Recreation

Location: Lax Kw'alaams, BC

Reporting to: Director of Recreation

The Lax Kw'alaams Band has an immediate opening for a permanent full-time Guest Services Worker. The successful candidate will be responsible for answering questions about the facility and its programs and services, registering participants for programs and services, handling cash, working in other areas of the facility (e.g., Weight Room, Gym, Swimmers Cafe or assisting in Brighter Futures) and maintaining a clean lobby and work area. During certain times of the day, you may be designated as the immediate backup for the Lifeguard on duty, which means that additional First Aid and Lifesaving training is required. You will be detailed orientated and take pride in your work.

Duties and Responsibilities will include but not be limited to:

- Report any incidents, maintenance problems or safety concerns to the Supervisor.
- Provide excellent customer service to guests, staff and volunteers.
- Develop and maintain a professional & courteous relationship with guests, staff and volunteers.
- Follow all checklists, procedures and schedule of tasks as per the Director of Recreation or Designate.
- Ensure that the Lobby, Swimmers Café and Front Desk are clean and presentable at all times.
- Assist with the purchase of monthly passes and punch card passes.
- As requested, ensure that all cash handling procedures are completed and documented correctly, such as youth conferences, school events, recruitment fairs, and community development workshops.
- Complete and balance end-of-shift cash sheets and receipts.
- Sell retail items (e.g., diapers, swimming goggles, etc.). Promote the sale of monthly passes and punch passes.
- Perform other tasks within the scope of the position.

Education, Experience and Knowledge:

- Grade 12 Education.
- Must be comfortable swimming in deep water and available to take Standard First Aid and the Aquatic Emergency Attendant Training Course.
- Cash Handling Experience – able to make cash changes and complete accurate cash reports.
- 1-year previous experience working in a Customer Service Environment.
- Provide excellent customer service to guests, staff and volunteers.
- General knowledge of office skills, including computer skills, such as typing, word processing, and effectively using Microsoft Office Products (Word, Excel, Email). Ability to keep accurate daily logs.
- Ability to resolve conflict effectively with both staff and guests.
- Ability to complete maintenance and cleaning duties for the Front Desk work area, the Lobby, or wherever needed.
- Be on time for all assigned shifts or shifts that you agreed to cover for another staff.
- Ability to demonstrate a commitment to embodying a personal addiction-free lifestyle.
- The successful candidate will be asked to provide a current Criminal Record Check, including a Vulnerable Sector Screening as a condition of employment.

Compensation & Benefits

- Wages will be \$17.06 per hour.
- This is a Bargaining Unit position and is open to all gender.

Submission Deadline:

- November 26, 2021.
- Pursuant to Section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal Ancestry.
- We invite all interested parties to reply in the strictest confidence to the Human Resources Department: hr@laxband.com.