



Posting ID: 40048

Guest Services Supervisor

Part Time – 56 hours/2 weeks (rotating shifts)
Evening & weekends required

Department: Community & Protective Services

Classification Level: \$21.04 - \$26.33 per hour

Reports To: Guest Services Coordinator

Do you want to join a team that values placing citizens first, accountability, responsiveness and excellence? If you do, the growing City of Leduc wants you to join us as we continue to build a community of integrity, unity and strength! The City of Leduc is now hiring a part time Guest Services Supervisor to provide friendly, courteous and professional customer service to patrons at the Leduc Recreation Centre.

As the Guest Services Supervisor, you will provide administrative support functions to the Guest Services Coordinator, assist with supervision of the Customer Service Representatives and assist customers with a variety of functions including, membership registration, program registration and most general phone, e-mail, Internet inquiries. The Guest Services Supervisor actively promotes the Leduc Recreation Centre's services by identifying customer needs, recognizing moments of opportunity, providing value-added advice, and providing the appropriate solution to meet the customer requests.

The successful candidate will possess a high school diploma, with 1 – 3 years previous Customer Service experience, including First Aid/CPR certification, equivalencies may be considered. You will also possess exceptional organizational and time management skills, with the ability to multi-task and prioritize work efficiently. The successful candidate will also provide a Criminal Record Check as part of the hiring process.

If this sounds like you, we want to hear from you! To apply for this position, please visit www.leduc.ca/jobs quoting posting number 40048 in your cover letter.

Competition closes at 12:00 noon (MT) on September 9, 2016. This competition may be used to fill future vacancies at the same or lower classification level. We thank all applicants for their interest, however, only those selected for interviews will be contacted.