

Guest Services Representative

Whether it's sports, fitness, or epic events, the Baytex Energy Center is the go-to spot for everything fun and active in town. If you're passionate about people, and want to be part of something that matters, this is the place for you!

As a Guest Services Representative, you'll be the friendly face and go-to person for everyone who walks through our doors. From welcoming new visitors to helping regulars find their groove, you'll play a key role in making sure every guest's experience is top-notch.

What You'll Do:

- **Customer Service:** Greet and assist guests with inquiries about facility services, programs, and events. Provide accurate information and directions within the multiplex.
- **Transaction Processing:** Handle admissions, membership sales, program registrations, and other transactions using our point-of-sale system. Ensure accuracy in cash handling and payment processing.
- **Facility Access:** Monitor entry points, check-in guests, and ensure that all patrons adhere to facility policies and guidelines.
- **Set Up and Take Down:** Set up and Take Down of equipment in the field house.
- **Issue Resolution:** Address guest concerns and complaints in a professional and courteous manner. Escalate issues to management when necessary.
- **Safety and Cleanliness:** Monitor the facility for safety hazards, report maintenance issues, and assist in maintaining a clean and welcoming environment

Qualifications:

- Must work effectively and efficiently with others and alone with little or no supervision;
- Be punctual, self-motivated, communicate openly, and take direction well;
- Ability to respond to public inquiries in a calm and friendly manner;
- Ability to set priorities and balance several tasks at the same time;
- Advanced computer software application skills and hands on knowledge of computer programs (Office, Excel, Publisher, Email, Internet);
- Proficient with a variety of office equipment and tasks including but not limited to; phone systems, printers, fax/copier, point of sale and filing;
- Ability to lift up to 30 lbs;
- Cash handling experience;
- Minimum Age 16 years of age;
- Current First Aid/ CPR;
- Valid Driver's License;
- R.C.M.P Criminal Record Check; and,
- Current Drivers Abstract.

The Town of Peace River welcomes diversity in the workplace and encourages applications from all qualified candidates. Complete job descriptions are available upon request.



TOWN OF
PEACE RIVER
ALBERTA

- Casual Employment •

Wage: \$18.42 per hour

Hours: This position will work on a casual basis during evenings, weekends, holidays and the occasional day shift (if available). Hours are not guaranteed.

Closing Date: Open until a suitable candidate is found.

Qualified applicants are invited to submit their resumes to the address below.

Quote competition #25/027

Employee Services Manager
Email: hr@peaceriver.ca

We thank all participants for their interest, however only those who are selected for an interview will be contacted.

Posted: October 16, 2025