



**Empowering  
women, girls  
& community**

## YWCA Banff Hotel - Guest Service Agent

### Who We Are

The YWCA is a community-based organization with over 100 years of experience in Banff and the Bow Valley. Governed by a volunteer Board of Directors, the YWCA works with community to address violence prevention, sustainable housing, healthy relationships and related advocacy issues. Our three pillars of operation are Programs and Services, Sustainable Housing and the YWCA Banff Hotel.

We welcome women, men, trans\* and non-binary people who demonstrate professionalism and a commitment to working towards a safe, inclusive and positive community for all people.

### The Role

- Greet guests, residents and visitors in a professional and courteous manner
- Work with Guest Services team to ensure provision of best practice service for visitors, groups, residents and day users
- Ensure professional and effective communication for all guest reservations

### Your Contribution

- Answer incoming telephone calls in a professional and friendly manner
- Greet walk in guests and direct incoming inquiries and calls to the appropriate departments
- Work a flexible schedule to accommodate the needs of the Guest Services team

### Skills and Expertise

- Willingness to participate in professional development, self-reflection, and continued growth.
- Strong organizational and analytical skills, high degree of creativity and flexibility as well as the ability to work independently and with a diverse client population.

### Qualifications & Experience

- Grade 12 education
- Minimum one year experience in a related position
- Proficient in Room Master or similar, word processing, databases, spreadsheets, email and Internet

YWCA Banff offers a variety of affordable housing options on-site. Priority is given to YWCA staff for accessing housing. Staff rates start at \$9/day for private accommodations.

**Interested in a job that  
makes a difference?  
We'd love to hear from you.**

For a full job description visit :  
[goo.gl/2DG9Mu](https://goo.gl/2DG9Mu)

**To apply please send your resume:  
Attn: Human Resources  
[jobs@ywcabanff.ca](mailto:jobs@ywcabanff.ca)**



**YWCA**

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HOTEL**

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