



## Job Description

<b>Position title</b>	<i>Guest Services Supervisor</i>
<b>Reports to</b>	<i>Guest Services Manager</i>
<b>Department</b>	<i>Operations</i>
<b>Date</b>	<i>February 2018</i>

### Job purpose

YWCA Banff is a community-based, feminist organization with over 100 years of experience in Banff and the Bow Valley. Governed by a volunteer Board of Directors, our organization shapes a safe, inclusive community that empowers women and girls in support of our vision of a thriving, equitable society. The YWCA is funded through grants, donor support and revenue from our social enterprise program – the YWCA Banff Hotel.

All employees play an instrumental role in realizing our organizational goals through their commitment to our four strategic priorities: programs and services to end gender-based violence; a continuum of sustainable housing solutions; advancing the rights of women and girls; and building a sustainable organization.

The Primary role of the Guest Services Supervisor is to maintain the highest standards of Guest Service.

### Duties and responsibilities

#### Specific responsibilities include but are not limited to:

- Greet clients to the facility in a timely and professional manner.
- Direct incoming inquiries, emails and calls to the appropriate departments. Greet walk in clients
- Ensure that ethical and fair standards of practice are maintained. Work in collaboration with Guest Services team to ensure provision of best practice service for all clients
- Ensure professional and effective communication across all departments with a focus in service delivery.
- Track all comment card data.
- Review all room and incidental payments.
- Cross check all billing instructions are correctly updated.

- Supervise shift process ensuring all guest services agents adhere to standard operating procedures.
- Provide suggestive selling techniques to sell room nights, increase occupancy and revenue.
- Takes responsibility in the absence of the Guest Services Manager
- Manage incoming e mail enquires, respond and reconfirm bookings
- Manage inventory in all on line booking engines.
- Manage all Groups, Conferences and Meetings held at the YWCA Banff including contracts, group function sheets and payments.
- Schedule monthly interdepartmental training sessions with maintenance
- Resolve client issues, complaints, problems in a quick, efficient manner to maintain a high level of client satisfaction and quality service.
- Supervise daily shift process ensuring all team members adhere to standard operating procedures.
- Must be up to date in all aspects of Guest Services policies and procedures
- Training of staff on all aspects of Guest Services
- Must be familiar with Night Audit duties and perform night audit duties as required
- Manage and oversee after hours programming intakes
- Participate in Operations meetings as required
- Work a flexible schedule to accommodate the needs of the guest services team

### **Qualifications**

- A grade 12 education
- A minimum of two years' experience in a related position.
- Proficient in the use of computer programs for Room Master or similar, word processing, databases, spreadsheets, email, and Internet.
- Proficient in the use of office equipment, computer, voice messaging systems, fax machines and photocopies.
- Strong interpersonal and communication skills including maintaining a high degree of confidentiality
- Ability to work a flexible schedule and to respond to every day pressures that occur in an office environment.
- Highly organized with an ability to manage and prioritize ongoing duties.
- Ability to work with the general public, and to engage and work with a diverse client population.
- Strong organizational and analytical skills, high degree of creativity and flexibility as well as the ability to work independently.
- Ability to assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Ability to work well both independently and on a team.
- Familiarity with the not-for-profit sector and supervisory experience is an asset.

## Working at YWCA Banff

The YWCA offers a competitive benefits and compensation package and encourages training and personal development for all employees.

As part of our commitment to a healthy workplace and residence, we shall respond to any incidents of harassment or inappropriate behaviour in a timely and professional manner with effective response processes and other resources.

YWCA Banff is an equal opportunity employer. Our organization cultivates a diverse, inclusive environment in line with our commitment to building a thriving, equitable society for everyone.

We encourage all qualified applicants to apply including women, persons with disabilities, members of visible minorities and aboriginal persons, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code.

**Please apply with cover letter to:**

**Maureen Van Tassell**

[maureen@ywcabanff.ca](mailto:maureen@ywcabanff.ca)

*Applications will be accepted until noon Thursday March 15, 2018*

<b>Approved by:</b>	
<b>Date approved:</b>	
<b>Reviewed:</b>	<i>February 2018</i>