

## Employment Opportunity

### Guest Services Agent

Salary: \$18.50/hour

#### Working at YWCA Banff

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. YWCA Banff is looking for a Guest Service Agent to join our close-knit team. We are looking for a community-minded individual who engages with others from a place of empathy, understanding, and desire to help. **This is fixed-term position ending October 11th, 2022.**

#### A Day In the Life

The YWCA Banff provides a variety of offerings to the community. These include a social enterprise hotel, affordable and emergency housing, and services for the prevention and response to sexual and domestic violence. As the first point of contact for many engagements with YWCA Banff, the Guest Service Agent will have a high degree of task diversity. These tasks will include:

- Welcoming all visitors in a friendly & polite manner.
- Conducting check-in, check-outs, and providing assistance to hotel guests.
- Engaging with guests, residents, and the public in a professional and friendly manner, in-person, over the phone, and through email.
- Make reservations over the phone, in person and through online booking tools.
- Responsible for cash float throughout your shift and ensuring it balances correctly at the end of shift
- Listen to guest complaints and attempt to resolve issues in a timely manner
- Promote a safe working environment
- Coordinating after-hours support with partner agencies in the community.
- Special projects such as data collection, reporting, and contract preparation.

#### Qualifications & Experience

The ideal candidate offers:

- Experience with Guest Services within the hospitality industry.
- Exceptional interpersonal skills and a desire to go above and beyond to help.

- A high degree of empathy.
- Excellent computer skills with knowledge of hotel reservations systems.
- Familiarity with the not-for-profit sector is an asset.
- Knowledge of the Bow Valley is an asset.

## Position Details

- 30 to 37.5 hours per week.
- Morning, afternoon, & evening shifts.
- Fixed-term position ending October 11th, 2022.
- Salary \$18.50/hour.
- Housing / accommodation available

If you want work that will change lives, we want to meet you.

If you are interested in this role, please submit a cover letter and resume. For the full job description or to learn more about this opportunity please reach out to [jobs@ywcabanff.ca](mailto:jobs@ywcabanff.ca)

**Applications will be accepted until the position is filled.**

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

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 Indigenous persons, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code.