
External Job Posting

The Hamilton Conservation Authority has a seasonal opportunity for a

Guest Services Representative at Wild Waterworks

Job Summary:

Reporting to the Assistant Manager Administration of Wild Waterworks, the Guest Service Representative is directly responsible for ensuring the safety and enjoyment of patrons at Wild Waterworks, through the promotion of facility rules and regulations, and providing information regarding the available activities and facilities at Wild Waterworks and the Hamilton Conservation Authority. The person in this position assists with the coordination and delivery of services, processing season passes, cabana rentals, planning events, employee rewards program and implementation, as well as providing activities to the general public and groups.

Other duties include:

- Knowledge of and compliance with Hamilton Conservation Authority personnel policy, safe working procedures, emergency procedures, and relevant legislation.
- Knowledge of and ensure facility compliance with relevant legislation including but not limited to Ontario Health Protection and Promotion Act, Trespass to Property Act, Accessibility for Ontarians with Disabilities Act, and Human Rights Code.
- Perform various administrative duties such as typing, data entry and retrieval, filing, and producing accurate admissions, sales and rental records.
- Check voicemails and emails daily, responding to requests in a timely manner.
- Assist in market research and customer satisfaction research as directed by the Management team by conducting surveys.
- Provide accurate information and assistance to facility visitors in a courteous and hospitable manner.
- Assist and work cohesively in a team environment with all departments, communicate effectively, and maintain a positive, professional attitude towards work, patrons, and coworkers
- Establish a line of communication and trust with clients, learning their specific needs and satisfy them as best as possible.
- Greet and escort patrons to their cabanas, providing VIP service to cabana users including taking orders, delivering food, clean up cabana, and restocking cabana supplies
- Assume responsibility for the physical appearance, organization and cleanliness of work stations. Duties may include cleaning floors, windows, dusting, organizing, delivering food and supplies, preparing tubes for rental, washing dishes, planting flowers, watering trees and shrubs and litter removal.

- Organize added value events, activities and displays for the general public at Wild Waterworks, such as theme days, bands, performers, demonstrations, product giveaways and participatory activities within budget.
- Maintain an inventory of supplies and report any deficiencies before they become critical.
- Assist in emergencies and incidents within the facility as requested.
- Refer occurrences of a serious or criminal nature to a Supervisor, Manager, Security, or Police
- Follow appropriate procedures concerning the safe handling of monies, loss prevention, passes, and confidential information.
- As part of the Hamilton Conservation Authority team, you may be scheduled and asked to report to a different conservation area to assist with special events, staffing shortages, etc. throughout the length of your employment period.
- Any other duties as assigned to support the team effort at the HCA.
- Various physical abilities including but not limited to:
 - Remain in a stationary position for a prolonged period of time.
 - Lifting and carrying products up to 20lbs.
 - Climbing and descending from ladders, stairs, and ramps.
 - Repetitive movements which may require pivoting and reaching.

Guest Service Representative – Group Coordinator:

- Assist with initial communications, planning, confirmation, arrangements and set-up for group bookings such as school groups, day camps, corporations and family events.
- Assist in providing hospitality and services to groups (cabanas, day camps, wristband only and corporate groups) on the day of the event including greeting, processing entry, food and catering services, activities, and resolve problems and concerns that arise throughout the day.
- Perform group specific administrative duties such as preparing quotations, invoices, event confirmation packages, product service order forms, deposit tracking and agreements.
- Promote group pricing with efforts of upselling packages and additional supplies/equipment.
- Plan and provide facility tours to guests interested in booking an event at the facility.
- Coordinate all efforts prior to the group's arrival and update all departments involved of responsibilities and preparation as the arrival date approaches.

Guest Service Representative – Employee Care Representative:

- Organize staff events such as welcome night, potlucks, theme days, wellness opportunities and a year-end celebration that is accessible for all staff.
- Maintain the delivery and promotion of Ollie's High 4 Awards employee incentive program by keeping track of points and maintaining a prize inventory within budget.
- Conduct internal staff surveys to identify interests and recommendations.
- Prepare monthly internal newsletters for Wild Waterworks staff.
- Connect with local vendors and businesses to establish an exchange program and/or offer for Wild Waterworks staff.
- Assist with maintaining communications for employee recognition such as Employee of the Week, Month and Year.

Qualifications:

Education and experience you will need to have:

- Secondary school student or graduate.
- Strong writing and communication skills. Ability to organize work, plan activities and set priorities
- Computer skills with Microsoft Office - Word, Excel, PowerPoint and Outlook.
- Experience with cash handling, POS systems, food service and public relations.
- A friendly and pleasant personality with the ability to demonstrate maturity and sound judgement.

And even better if you have:

- University or College student or graduate with experience and/or education in Recreation Management, Tourism Development, Business/Accounting, Office Administration, Hospitality and/or Public Relations.
- Standard First Aid and CPR Certification.
- Ability to speak a second language.
- A valid Ontario Driver's License, Class "G".

You will be a great fit for this role if you have:

- Ability to work outside in all types of weather, including heat and humidity.
- Ability to work weekends, holidays, and sometimes in isolation.
- Creativity, flexibility, and problem-solving capabilities.
- Excellent organizational and administrative skills, and attention to detail.

Working Conditions:

The work location will be at Wild Waterworks, 680 Van Wagners Beach Road, Hamilton, Ontario. Working hours will be an average of 35 hours per week. This position may be required to work in other Conservation Areas or on special projects for defined periods of time as directed by the Director of Conservation Area Services

Application Process:

Interested applicants should email their resume with "Guest Services Representative" in the subject line to:

Attention: Wild Waterworks Manager

Email: wwwjobs@conservationhamilton.ca

Although we appreciate the interest of all applicants, only those selected for an interview will be contacted.

Accessibility accommodations are available for all parts of the recruitment process; applicants are asked to inform Human Resources for any disability required accommodations in advance.