

Employment Opportunity

Internal/External

Recreation Guest Services Supervisor



Job Description:

The Recreation Guest Services Supervisor will oversee Guest Services in the Recreation Facilities. They will manage the recreation management system for program registration, membership, facility bookings and other transactions. They will ensure a high level of cleanliness in the facilities. They will implement efficient processes for guest services and perform training for staff on the system and processes as well as customer service training. This position will also perform clerical duties for the department and is responsible for cash handling, billing and transactions. They will have an in-depth knowledge of the Recreation Department operations and be familiar with City of Iqaluit recreation programs and services and answer customer inquiries. This position also assists with fundraising and events. They are responsible for ensuring that guests receive positive experience in the facilities and that a high level of customer service is offered.

Required Qualifications:

- First Aid and CPR (c)
- Nunavut Class Five Driver's License
- Ability to pass a criminal record check and vulnerable sector check
- TB testing

Preferred Education, Experience, Skills and Knowledge:

- High School Diploma or equivalent
- Excellent communication and people skills.
- A minimum of two years experience working in the service industry.
- Experience in Recreation management systems or booking/scheduling programs (1 year)
- Experience supervising staff (2 years)
- Knowledge and experience in working as part of a team.
- Must have demonstrated good attendance and punctuality.
- General knowledge of recreation and sport programs and facilities
- Experience delivering/facilitating training or workshops
- Experience in assisting with developing and managing program budgets
- Computer skills; MS Word, Excel, Power Point, Outlook, Recreation Management System

Position: Recreation Guest Services Supervisor

Competition # 2017-AC- GSS- 0917

Location: Iqaluit Aquatic Centre

Compensation: \$64,352.79 plus an annual settlement allowance of \$20,907.43 and an excellent benefits package.

Schedule: Must be able to work flexible shifts including daytime, evenings and weekends and split shifts.





The following is considered an asset:

- The ability to speak Inuktitut or French

Due to the nature of this position, the successful candidate must submit a clear criminal reference check with the vulnerable sector and evidence of a clear TB test at the time of application.

The closing date for this position: Open until Filled

Application Process:

Please submit your resume and copies of qualifications by email or in person to:

Human Resources

P.O. Box 460

Iqaluit, Nunavut X0A 0H0

Fax: (867) 979-5210

hr@city.iqaluit.nu.ca

Competition 2017-AC-GSS-0917

We will only contact those who are invited for an interview.

The City of Iqaluit may apply their priority hiring policy for internal applicants.

As per Article 23 of the Nunavut Land Claims Agreement, priority will be given to Nunavut Land Claims Beneficiaries who meet the criteria.