



Westerner Park strives to be... Western Canada's Event Centre...Your Home For Celebration. Our mission is to provide exceptional guest experiences through premier facilities and services.

As a key member of our Guest Services team you will provide information to our guests during our Annual Westerner Days Fair. Located in our Guest Service booth in the heart of the fair, you will provide a comfortable and positive experience for our guests needing event information, directions, fair information or those sharing concerns and feedback. It is all about providing value and a great experience to our guests. If you have a passion for service and people, we encourage you to apply. **You must be available to work a minimum of a 4 and a half hour shift each day of the Fair.**

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The Guest Services Rep will be responsible during Westerner Days for the following:

- Greet guests and answer inquiries in a courteous manner professional and personable manner.
- Welcome guests to Westerner Park and provide clear directions for various venues and attractions during.
- Direct guests to facilities/services.
- Actively look for ways to help guests.
- Listen to concerns from guests and refer unresolved issues or feedback to designated Manager for follow up.
- Liaison with onsite security for any security related incidents or concerns.
- Any other duties as assigned.

## CORE COMPETENCIES

- Accountability
- Excellent verbal and written communication skills
- Service Orientation
- Teamwork
- Professionalism
- Personable

## EXPERIENCE & QUALIFICATIONS

- Experience providing excellent customer service

**AFFILIATIONS:** Westerner Employees Association

**PAY RATE** \$15.00

**APPLY TO:** Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to [HR@westernerpark.ca](mailto:HR@westernerpark.ca)

**This job description is not intended to be all inclusive. Personnel may perform other related duties as requested to meet the ongoing needs of the organization.**