

Guest Services Coordinator

South Fish Creek Recreation Association (SFCRA) – Cardel Rec South Calgary, AB

Start Date: Immediate

Department: Administration

Reports To: Rentals Coordinator

Status: Full-Time (40 hours/week)

Apply on: Indeed- See QR code



The South Fish Creek Recreation Association (SFCRA) is a not-for-profit organization that manages Cardel Rec South, one of Calgary's busiest multi-partner recreation facilities. Located in the heart of Shawnessy, Cardel Rec South features four ice arenas, two gymnasiums, nine multi-purpose program and rental rooms, a restaurant, and a wide variety of recreation programs. We also work alongside numerous facility partners and tenants to provide exceptional experiences for our community.

We are looking for an energetic, organized, and customer-focused Guest Services Coordinator to lead our front-line guest services team. This Full-Time role is responsible for ensuring exceptional customer service, overseeing the day-to-day operation of the front desk, supervising staff, and supporting the efficient operation of the facility.

If you enjoy leading people, solving problems, and creating outstanding guest experiences in a fast-paced environment, we'd love to hear from you.

What You'll Do

Guest Services Operations

- Oversee the daily operation of the Guest Services department.
- Ensure exceptional customer service for guests, user groups, tenants, and facility partners.
- Manage front desk operations, including walk-in inquiries, phone calls, emails, registrations, rentals, and public access.
- Coordinate pick-ups, deliveries, and incoming correspondence.
- Manage the department's lost and found program.
- Administer drop-in shinny sessions, including scheduling, registrations, payments, and issue resolution.
- Process refunds for program withdrawals and rental cancellations.
- Develop and improve Guest Services procedures to enhance efficiency and customer experience.

Staff Leadership

- Recruit, train, coach, and supervise part-time Guest Services staff.

- Prepare staff schedules to ensure appropriate coverage.
- Conduct performance reviews and provide ongoing coaching and development.
- Track employee hours and oversee payroll submissions.
- Communicate operational updates, procedures, and expectations to staff.
- Administration & Financial Responsibilities
- Balance daily cash-outs and maintain accurate cash floats.
- Investigate and resolve cash discrepancies with the accounting department.
- Maintain the monthly public access calendar in collaboration with the Rentals Coordinator.
- Update reader board schedules and communicate schedule changes to internal departments.
- Communicate facility hours, closures, and operational updates to tenants and partners.
- Manage facility bulletin board advertising, including bookings and payments.
- Provide administrative support to the Rentals Coordinator and Programs Coordinator during peak operational periods.
- Complete minor hockey invoicing, registration confirmations, and other administrative duties as assigned.

What We're Looking For

- Experience in guest services, customer service, recreation, hospitality, or facility operations, with previous supervisory experience preferred.
- Strong leadership, coaching, and team-building skills.
- Outstanding customer service and interpersonal abilities.
- Excellent organizational and time management skills with the ability to prioritize multiple tasks.
- Strong verbal and written communication skills.
- Experience handling cash and maintaining financial accuracy.
- Proficiency with Microsoft Office (Outlook, Word, Excel) and experience using scheduling or registration software is considered an asset.
- Ability to remain calm and professional in a fast-paced, customer-focused environment.

Regular work schedule is Monday through Friday, 8:00 a.m. to 5:00 p.m., with occasional evening or weekend hours required to support operational needs, special events, or staff coverage.

Why Join Our Team?

- Competitive compensation.

- Comprehensive group benefits plan.
- Employer RRSP contribution program.
- Employee discounts on select programs and facility offerings.
- 3 Weeks Paid Vacation
- Make a meaningful impact in your local community.
- Lead a dedicated and supportive front-line team.
- Work in a dynamic recreation environment where no two days are the same.
- Collaborative and inclusive workplace culture.

SFCRA thanks all applicants for their interest. Only those selected for an interview will be contacted.

SFCRA is committed to creating an inclusive workplace and welcomes applications from all qualified candidates.

Job Type: Full-time

Benefits:

- Casual dress
- Dental care
- Extended health care
- Paid time off (3 weeks vacation)
- RRSP match
- Discounted or free food
- On-site parking
- Tuition reimbursement

Ability to commute/relocate:

- Calgary, AB: reliably commute or plan to relocate before starting work (required)

Work Location: In person