

Rentals Coordinator

South Fish Creek Recreation Association – Cardel Rec South

Full-Time (40 hours/week) | 14-Month Fixed-Term Contract

Calgary, AB

Start Date: Mid August 2026

Department: Administration

Reports To: General Manager

Status: Full-Time (40 hours/week)

Apply on Indeed: **See QR Code**



About Us

South Fish Creek Recreation Association (SFCRA) is a vibrant, community-focused, not-for-profit organization dedicated to creating exceptional recreation experiences. Operating one of Calgary's premier multi-use recreation facilities, we offer four ice arenas, gymnasiums, meeting and event spaces, and a wide variety of programs, tournaments, and community events. Our team is passionate about providing outstanding service while fostering an inclusive, welcoming environment for all who visit our facility.

Join Our Team

Are you an organized, customer-focused professional who enjoys coordinating events, building relationships, and creating exceptional experiences? We're looking for a Rentals Coordinator to join our team for a 14-month fixed-term contract.

In this dynamic role, you'll oversee all aspects of facility rentals, special events, tournaments, and meeting spaces while helping maximize the use of our recreation facility. You'll work closely with internal departments, community organizations, sports associations, tenants, and clients to ensure events run smoothly from initial inquiry through event completion.

This position also provides leadership to our Guest Services team and plays an important role in supporting business development and increasing facility utilization.

This is a 14-month fixed-term contract with the possibility of extension based on organizational needs.

What You'll Do

As the Rentals Coordinator, you will:

- Coordinate the full lifecycle of facility rentals, including inquiries, bookings, contracts, payments, permits, and event logistics.
- Build strong relationships with clients while identifying opportunities to increase facility rentals and revenue.
- Conduct facility tours and prepare detailed rental quotations.
- Coordinate tournaments, special events, community events, and corporate functions.
- Maximize facility utilization through strategic scheduling and annual allocation planning.
- Work collaboratively with the Program Coordinator to coordinate rentals, registered programs, and drop-in activities.
- Serve as the primary administrator for our booking software, including troubleshooting, reporting, staff training, and vendor communication.
- Manage third-party booking platforms and complete related reconciliations and reporting.
- Supervise and provide leadership, coaching, and day-to-day support to the Guest Services department.
- Collaborate with Operations, Accounting, Member Hockey Associations, tenants, board members, complex partners, and community organizations to ensure successful events and exceptional customer service.
- Prepare utilization, revenue, monthly board, and annual budget reports.
- Assist with website updates and promote facility rental opportunities.

What We're Looking For

The ideal candidate will have:

- Post-secondary education in Business Administration, Recreation Management, Hospitality, Event Management, or a related field (preferred).
- A minimum of three (3) years of experience in facility rentals, event coordination, recreation administration, hospitality, or customer service.
- Experience leading or supervising staff is considered an asset.

- Experience using booking or recreation management software (Intelli or similar) is preferred.
- Excellent organizational, communication, and customer service skills.
- Strong problem-solving abilities and attention to detail.
- The ability to manage multiple priorities in a fast-paced environment.
- Proficiency with Microsoft Office applications.

What Makes You Successful

You are someone who:

- Builds strong relationships with clients and stakeholders.
- Takes initiative and enjoys finding solutions.
- Thrives in a collaborative, fast-paced environment.
- Is highly organized and detail-oriented.
- Communicates confidently and professionally.
- Balances customer service with operational priorities.
- Enjoys coordinating multiple projects and events simultaneously.

Why Join Our Team?

We value our employees and are committed to creating a positive, supportive workplace where people can grow and succeed.

What we offer:

- Competitive compensation.
- Comprehensive group benefits plan.
- Employee discounts on select programs and facility offerings.
- Three (3) weeks paid vacation.
- Opportunity for contract extension based on organizational needs.

Why you'll love working here:

- 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.
- Collaborate with passionate colleagues in an inclusive and team-oriented workplace.
- Help create memorable experiences for thousands of guests each year through recreation, sport, and community events.

Working Conditions

- Monday to Friday, 8:00 a.m. – 5:00 p.m.
- Frequent interaction with staff, user groups, tenants, vendors, and the public.

We thank all applicants for their interest. Only those selected for an interview will be contacted.

Benefits:

- Dental care
- Extended health care
- Paid time off
- Casual dress
- Discounted or free food
- On-site parking

Application question(s):

- If you have no recreation facility experience, what makes you a good candidate for this role?

Experience:

- recreation facility: 1 year (preferred)

Work Location: In person