



POSITION: Guest Services Supervisor
LOCATION: Medicine Hat, Alberta, Canada
REPORTS TO: Director of Operations & Event Manager

SUMMARY

SMG, a leader in privately managed public assembly facilities, has opening for **two (2) Guest Services Supervisors** for SMG/ Canalta Centre. The Guest Services Supervisor is responsible for the management and performance of the Guest Services team at the Canalta Centre in Medicine Hat, Alberta. This position provides oversight, direction and supervision of all matters related to safety, guest experience, and crowd control for the general public, employees, guests and visitors of the Canalta Centre.

DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Works with the Director of Operations and Event Manager to oversee the guest services team on event days – including hockey games, concerts, family events and more.
- Oversees all processes in such a manner as to ensure the highest possible level of guest satisfaction, safety and comfort to all guests and employees.
- Adopts a customer service philosophy and public relations approach to the performance of all duties. Establishes and promotes this philosophy with department staff.
- Works in coordination with General Manager and the Director of Operations to identify, control, and rectify guest safety and liability exposures. Recommends and implements changes or improvements as needed.
- Serves as liaison and works closely with event organizers, show managers and show contractors, and staff in all matters involving show traffic and guest experience. Works with all entities to ensure effective operation and adherence to show / event policies, procedures and protocols.
- May be involved in hiring Guest Service employees. Keeps Guest Services team adequately informed of performance expectations and handles employee concerns or union grievances in a timely and impartial manner.
- Ensures proper and complete communication with all Guest Service employees, including pre-shift, event production meetings and post-event reports.
- Recommends training and development opportunities for guest services team to ensure ongoing improvement and professional growth.
- Performs other work-related duties as assigned to support company and/or facility goals.
- Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

- May be directly or indirectly involved in hiring Guest Services personnel. Maintains effective communications within the Guest Services Department. Keeps guest services team adequately informed of performance expectations and handles employee concerns in a timely, professional and impartial manner.
- Monitors employee's time for payroll reports for the Guest Services department.
- Participates in yearly evaluations.
- Other duties as assigned.

QUALIFICATIONS

Skills, Abilities Traits and/or Experience

- Superior customer service and problem-solving skills.
- Experience in a supervisory or leadership role in a customer service area is preferred.
- Strong verbal and written communication skills.
- Professional and approachable as a leader.
- Able to remain impartial, and to maintain control in stressful situations.
- Proficient use in various computer software programs including Word, Excel, Power Point, Outlook.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to move around the facility; excessive amount of walking; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

TO APPLY:

Send resume, cover letter and wage expectations to Info@CanaltaCentre.com, with **subject heading: Guest Services Supervisor**

Or drop off your resume package at:

Canalta Centre
2802 Box Springs Way
Medicine Hat, Alberta Canada
T1C 0H3