

Position: Part-time Guest Services Representative

Location: CORE Shopping Centre, Calgary AB

Reports to: Marketing Director

Working Hours: Day, evenings and weekends

General Description of Position: The primary focus of this role is to provide excellent service through established programs at the CORE guest services desk to all visitors, tenants and mall employees. The Guest Services Representative is expected to deliver an authentic, engaging, and memorable experience for visitors to Calgary as well as the local community by exceeding customers' expectations. This position requires flexibility and a variable schedule to fit in with the exciting opportunities a retail shopping centre provides.

Tasks & Responsibilities: Your responsibilities include, but not limited to:

- Proactively seek opportunities to create memorable customer interactions, going above and beyond to assist customers, and provide exceptional service
- Maintain a thorough knowledge of the center's services, stores and locations, merchandise, and upcoming special events and promotional services
- Promptly answer customer inquiries over the telephone, electronically and in-person regarding information about the CORE and our retailers
- Must display a high level of professionalism at all times
- Need to follow proper procedures for opening & closing of the Customer Service Desk
- Execute the Centre's gift card program including selling, assisting guests and retailers with gift card transactions, handling debit/credit payments, reconciling receipts and inventory
- Assist with inventory control of all customer service supplies
- Assist with various on-site Marketing Events
- Maintain Lost & Found every day with the assistance of Security
- Managing lending programs (wheelchair and phone charger) and other services such as coat/luggage/parcel check, gift wrapping etc.
- Making sure the Guest Services is a clean working space
- Complete other projects as directed by management

Skills & Requirements

The successful candidate will possess:

- Previous experience in retail customer service environment
- An outgoing, enthusiastic, and friendly personality with a positive 'can-do' attitude
- Comfortable engaging with the public and an excellent team player
- Strong ability to multi-task and work under pressure
- Follows direction well and has the ability to take initiative where appropriate
- Strong verbal and written communication skills
- Proficient in Microsoft Office (MS Outlook, Word, Excel), Windows
- Flexible schedule; days, weekends, nights and statutory holidays;
- Must be able to provide a clear criminal background check.

Apply today by dropping off your resume to the Guest Services desk located on 2nd level, or emailing caron.anderson@cushwake.com. We thank all applicants for their interest but only those who are shortlisted for an interview will be contacted.