

## **JOB DESCRIPTION**

**Job Title:** Event and Facility Support Staff

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### **Primary Focus:**

The Event and Facility Support Staff position is responsible for enhancing customer experiences by providing general support to the TransAlta Tri Leisure Centre Customers. The position is hands on and is required to support all facility users in all departments. Event and Facility Support Staff must promote the TLC's corporate vision, mission and values, while providing friendly, courteous and professional service to customers needing assistance in the facility. The Event and Facility Support Staff will be required to work outside traditional business hours to ensure the fulfillment of patron requirements, smooth operation of the facility and overall enhancement of the customer experience. The Event and Facility Support Staff reports to the Supervisor of Customer Experience and Events.

### **Specific Accountabilities:**

- Is responsible for delivering exceptional customer experiences.
- Is responsible for responding to customer requests and anticipating unexpressed customer needs.
- Is responsible for facility set ups and take downs related to facility bookings, programs and events as specified.
- Must be able to lift (front lift, side lift or front carry, side carry) up to 52 lbs on an occasional basis, ie. Setting up volleyball, badminton, pickle ball poles, tables, chairs and pipe and drape as required.
- Must also be able to push or pull hockey nets, carts, volleyball poles up to 121lbs.
- Is responsible for ensuring the general cleanliness of buildings, grounds and equipment owned and operated by the TLC.
- Performs other related duties and responsibilities as required.

### **Competencies/Skill-Sets Required:**

- Customer-centric approach with a strong desire to deliver positive customer experiences.
- Strong communication, observation and listening skills
- Highly developed interpersonal skills to professionally interact with staff and patrons.
- Collaborative and energetic team player.
- Demonstrates sound judgment within boundaries of TLC policy in sensitive or complex situations.
- Ethically sound with a natural ability to exercise discretion and maintain confidentiality at all times.
- Accurate and efficient in completion of duties, able to prioritize under pressure and

manage change in a fast-paced environment.

- Able to complete assigned tasks independently of direct supervision
- Highly organized with strong attention to detail and the ability to focus with distractions.

**Designations/Training required/Prerequisites:**

- Cleared criminal record check and child welfare check is required.
- Must be able to work a flexible weekly schedule, including evenings and weekends, as required.

**Recruits From:**

- Internal/external candidates with previous customer service positions.

**Career Progression:**

**Reports To:**

- Supervisor Customer Experience and Events

**Direct Reports:**

Nil