**Welcome Desk Supervisor**

 The Zatzman Sportsplex is a large, family-focused health, fitness, and recreation complex, serving all regions of the Halifax Regional Municipality. The facility hosts a variety of facilities and services including a double gymnasium, a large fitness center, community spaces, two swimming pools, an NHL sized arena with seating for 3,000 people, and so much more. In addition, the facility also sponsors a large-scale community outreach and accessibility program to reduce barriers and ensure that everyone in our community can play at the Sportsplex.

Diversity is a primary value of the Zatzman Sportsplex. We consider individual talents, skills, and unique perspectives to provide the best service to our vibrant community.

We are seeking a dedicated and experienced Welcome Desk Supervisor to join our team, The successful candidate will support the Welcome Desk Coordinator in overseeing the daily operations and longer-term direction of the Welcome Desk, ensuring a welcoming, safe and inclusive environment for our members, staff and guests. This role requires leadership skills, attention to detail, and a commitment to maintaining the highest standards of customer service.

As the Welcome Desk Supervisor, you will supervise and mentor the welcome desk staff alongside the coordinator and other supervisor, ensuring high performance and adherence to organizational standards. Taking directions from the Welcome Desk Coordinator, you will assign daily tasks, ensure adequate staffing levels, act as a role model for the staff and complete administrative responsibilities.

**Key responsibilities:**

* Welcome customers to the facility and answer inquiries both in person and over the phone.
* Listen to and resolve complaints promptly and professionally.
* Develop and implement processes and procedures to improve efficiency and service quality.
* Provide ongoing training and development opportunities for staff to enhance their skills.
* Foster a positive and collaborative work environment, promoting teamwork and a culture of excellence.
* Communicate effectively with departments to ensure smooth operations and guest satisfaction.
* Perform sales tasks (including processing registrations for memberships, waitlists, facility passes, programs, products, and services) and taking payments.
* Assist the Accounting team by efficiently managing and processing membership receivables.
* Cash handling and daily balancing,
* Ensure compliance with health and safety regulations.
* Oversee and delegate tasks to part-time staff to keep them engaged and present to ensure exceptional customer service.

**We are looking for individuals who have:**

* A proven ability to lead, mentor, and supervise a team, including customer service staff.
* Excellent communication and customer service skills (including writing, in person, and over the phone).
* Strong organizational abilities and administrative skills, including cash handling, balancing, and accounting support.
* Competency using computer programs such as e-mail, Microsoft Office, web-based software, and spreadsheets.
* Strong attention to detail to ensure accuracy and adherence to organizational standards.
* The skill it takes to deliver stellar customer service.
* The ability to enjoy and thrive when working with people with diverse backgrounds and abilities.
* Certification in First Aid, and WHIMIS are required (can be obtained upon hire).
* Bilingualism (English along with Arabic, French, Swahili, or Mandarin) is considered an asset but is not a requirement.

The hours/days of work for this position are Tuesday through Saturday from 2:30pm to 10:30pm. This is a hands-on position, and the successful candidates will work as part of the Welcome Desk team to create an inclusive and superior customer experience. We offer a supportive work environment, and staff membership.

Closing Date: Friday, October 10, 2025

Please contact Miriam Simmonds People and Culture Manager. Interested candidates can also apply by e-mail with a resume and cover letter to miriam.mutalesimmonds@halifax.ca

If e-mail is not an option, applications can be mailed to:
Miriam Mutale Simmonds - People and Culture Manager
Zatzman Sportsplex
110 Wyse Road
Dartmouth, N.S., B3A 1M2

Any questions can be directed to Miriam Mutale Simmonds at 902-490-3014 or miriam.mutalesimmonds@halifax.ca