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**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, ensuring high performance and adherence to organizational policies and practices. Taking guidance from the Welcome Desk Coordinator, you will assign daily tasks, ensure adequate staffing levels, be present for the staff and complete administrative responsibilities.

Other key responsibilities:

* Welcoming customers to the facility and answering inquiries both in person and over the phone.
* Address and resolve complaints and requests promptly and professionally.
* Develop and implement processes and procedures to improve efficiency and service quality.
* Provide ongoing training and development 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.
* Coordinate membership activities, including processing registrations, managing waitlists, supporting products and services sales, and handling payments.
* Support the Accounting team by efficiently managing and processing membership payments.
* Handle customer cash transactions and ensure accurate daily balancing of financial records.
* Oversee the implementation of safety protocols and procedures to maintain a safe working environment.

**Qualifications:**

* Proven experience in a supervisory or managerial role, preferably within a customer service environment
* Excellent communication and customer service skills
* Excellent organizational abilities and administrative skills, including cash handling, balancing, and accounting support.
* Experienced and competent in 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.
* Understand the skill it takes to deliver stellar customer service.
* 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).
* Proficiency in languages other than English is an asset but not required

The hours of work for this position are Sunday through Thursday, 5:30am – 1:30pm.

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 a staff membership. The starting salary is $45,000.

Interested candidates should apply with a resume and cover letter through Indeed by September 11, 2024.

Alternatively, applications can be submitted via email to angela.macmaster@halifax.ca by Wednesday, September 11, 2024. Candidates may also drop off their application in person at the Zatzman Sportsplex, 110 Wyse Road, Dartmouth, NS, addressed to Angela MacMaster, HR Advisor.

For any questions, please contact Angela MacMaster at 902-490-3014 or via email at angela.macmaster@halifax.ca.