

**CUSTOMER SERVICE AGENT – GUEST SERVICES – City of Lethbridge VisitLethbridge.com Arena
(non-permanent)**

Are you a people person and like to have fun? Do you love creating happiness within a fast-paced environment? Do you want to be a part of a great team where spreading joy is an essential service? If you said yes to all these questions, this position may be right for you! The VisitLethbridge.com Arena is currently accepting applications for Guest Services Customer Service Agents (the fun makers!).

Reporting to the Events Department, the CSA Fun Makers are responsible for providing exceptional customer service to patrons at all events hosted at, and by the City of Lethbridge VisitLethbridge.com Arena with some duties taking place at the Yates Memorial Theatre and other locations as required.

The VisitLethbridge.com arena is the entertainment hub of Lethbridge, hosting everything from concerts, world stage sporting events, WHL Hockey, weddings, tradeshow and more... but it is the experiences our patrons have that keep them coming back 😊

As a CSA Fun Maker your role involves:

- ✚ Greeting patrons at the first and all points of contact
- ✚ Ensuring admission tickets are scanned successfully and issues resolved/reported
- ✚ Assisting patrons with general facility inquiries and/or questions
- ✚ Assisting patrons to seats
- ✚ Elevator assistance
- ✚ Providing an overall positive fan experience
- ✚ Additional duties as assigned to enhance the fan experience may include but not limited to:
 - Parking Kiosk Assistance
 - Line Management

QUALIFICATIONS:

In this exciting and ever-changing environment, successful candidates will be passionate about customer service and committed to ensuring the customer experience at City of Lethbridge VisitLethbridge.com Arena is exceptional. As a representative of the venue successful candidates will be friendly, outgoing, enjoy working with people, be solution oriented, and enjoy a fast-paced environment. Strong verbal communication skills are essential.

Wage: Starting at \$15.00 per hour

Hours: Casual (Event Based): 0 – 20 hours/week - Evenings, weekends and shift work are required