



Opportunity: **PART-TIME FRONT DESK ATTENDANT/GUEST SERVICES REPRESENTATIVE**

**Easter Seals BC/Yukon**

16% of the Canadian population has a disability. In British Columbia and the Yukon, approximately 750,000 adults and 26,000 children have diverse abilities that limit their independence and quality of life.

Help make a difference in the lives of persons with diverse abilities at Easter Seals BC/Yukon. Building on decades of experience, Easter Seals BC/Yukon is a trusted charity and established leader in the support of the disabled community.

**Role:**

Easter Seals BC/Yukon is seeking a part-time Front Desk Attendant/Guest Services Representative for Easter Seals House, our home away from home for families traveling to Vancouver.

**Key Responsibilities:**

- Answer enquiries regarding services by telephone, email and in person.
- Manage reservations and reservation enquiries.
- Register arriving guests and check out departing guests.
- Present statements of charges and process payments.
- Maintain an inventory of vacancies, bookings and room assignments.
- Accurately record day to day happenings using appropriate methods; maintain logbook and complete occurrence reports.
- Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems.
- Record all maintenance issues.
- Coordinate inter-departmental communication.
- Perform other duties as assigned.

**Skills:**

- Strong customer service skills and positive attitude.
- Professional phone etiquette.
- Ability to work with little supervision.
- Willingness to learn from co-workers.
- Basic computer knowledge.
- Ability to multi-task.

**Details:**

Start date: to be determined.

If you would like to be part of our Team, please email your resume and cover letter to [afonseca@eastersealsbcy.ca](mailto:afonseca@eastersealsbcy.ca). No phone calls please.

