

Ambassador (Part- time 24 to 30 hours/week)

The Livingston Homeowners Association (LHOA), is a non-profit organization, which is professionally managed and maintained to ensure Livingston's community features, amenities and The Hub facility will continue to be both esthetically pleasing and conveniently available for the long-term use of its residents. The LHOA also offers many sports, fitness, and recreation programs for all age groups, throughout the year.

Reporting to the Admin & Rental Coordinator the Ambassador will provide excellent customer experience, while responding to all inquiries and issues from residents and guests in the park at The Hub.

Responsibilities

- Provide exceptional customer service
- Ensure all people entering the facility or park have a valid pass or are signed in by a valid member
- Effectively respond to customer inquiries and refer to management as required
- Enforce all LHOA rules and regulations in regards to membership cards and facility/park use
- Process accurate payments, including membership dues, program payments, facility rentals etc.
- Comply with collections, deposit and month end procedures
- Provide facility tours to prospective rentals and new home owners
- Complete rental agreements for upcoming rentals, including payments, checking insurance requirements, collection of damage deposit and signatures
- Complete rental walk-throughs (beginning & end of rentals)
- Coordinate transition of rental hand off to security guards
- Complete membership registrations and issue membership cards
- Provide support to programs and events as required
- Be proficient in the use of common computer applications and software, including Microsoft Office programs such as Excel, Word, and more
- Well-versed in data entry and answering virtual correspondence.
- Ability to lift 20- 50lbs regularly.
- Perform administrative duties as assigned
- Attend all training and be an active participant in all team meetings
- Complete all required inspections, reporting, and feedback in a timely fashion
- Communicate effectively with all staff, residents and guests
- Abide by Livingston Homeowners Association Policies & Procedures

Qualifications

- Outstanding customer service skills
- Must be 18 years of age or older
- Strong problem solving and conflict resolution skills
- Ability to work independently and unsupervised as well as with a team
- Excellent organizational and time management skills
- Current Emergency First Aid with CPR Certificate
- Successful completion of a Police Information Check with vulnerable sector check
- Ability to speak a second language is an asset
- Must have a valid work permit

Compensation:

This is a part-time position weekday, evenings and weekends (24 to 30 hours per week). Interested applicants are invited to forward their cover letter and resume to resumes@livingstonhub.ca. While we appreciate all interested parties, only successful applicants will be contacted.