

Job Title: Guest Service Agent
Location: Big Splash Water Park
Job Type: Part Time

Job Summary

We are seeking friendly, dependable, and guest-focused Guest Service Agents to join our team. In this role, you will be the first point of contact for guests, providing information, assistance, and support to ensure a positive and welcoming experience. This position is ideal for individuals who enjoy working with people in a fast-paced, service-oriented environment.

What You'll Be Doing

- Greet guests in a friendly and professional manner
- Sell and process admissions, passes, and other services (if applicable)
- Answer guest questions and provide accurate information about the facility
- Assist guests with directions, policies, and general inquiries
- Handle guest concerns courteously and escalate issues when needed
- Maintain a clean, organized, and welcoming guest service area
- Follow guest service standards, policies, and procedures
- Support crowd management and guest flow during busy periods
- Communicate operational updates to supervisors and team members

Qualifications & Requirements

- Meets minimum age requirement
- Strong communication and interpersonal skills
- Positive attitude and willingness to help guests
- Ability to work as part of a team
- Reliable, punctual, and professional
- Previous customer service experience is an asset but not required

Physical & Work Environment Requirements

- Ability to stand and walk for extended periods
- Ability to work indoors and outdoors as required
- Ability to work flexible hours including weekends, holidays, and peak times

Work Schedule

- Mid June, July to September labour day are operations days
- Flexible scheduling required, including weekends, holidays, and peak times
- Shifts may include mornings, afternoons, evenings, and extended hours during busy periods