**Job Description
The Town of St. Stephen
Reception & Hospitality Attendant**

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| Job Title: | Reception & Hospitality Attendant |
| Job Type: | Part-Time - Union |
| Reports to: | Events Development Coordinator |
| Direct Reports: | None |

**Job Purpose:**

The Reception & Hospitality Attendant is responsible for assisting the Events Development Coordinator with the scheduling, planning and execution of events and general reception duties on behalf of the Town of St. Stephen, including but not limited to, regular Town events and festivals as well as all events held within the Garcelon Civic Center (GCC). The Reception & Hospitality Attendant is also responsible for assisting the Events Development Coordinator with the general accounting associated with the department, including the upper and lower canteens at the GCC, and with supervising event staff during Town events.

**Duties and Responsibilities:**

The following are the primary job duties and responsibilities of the Reception & Hospitality Attendant and are intended to describe the work and level of work being performed but may not be an exhaustive list of all duties and responsibilities of the position. The Events Development Coordinator or Director of Community Services may assign other duties and responsibilities.

* Assist with GCC events including room set up, technology requirements, linen preparation, event material preparation.
* Perform cleaning and maintenance tasks as required in the conference rooms and canteens.
* Assist the Events Development Coordinator with inventory control and concession purchasing.
* Assist the Events Development Coordinator with scheduling Event Staff and supervising staff while on shift.
* Assist the Events Development Coordinator with maintaining the events listing on the Town website, social media, including creation of event advertisements and posters.
* Prepare client invoices, payments and prepare bank deposits plus conduct canteen opening & closing duties.
* Assisting on reception, administrative and clerical duties, and customer service. Greet guests and event facilitators, manage registrations, memberships, and transactions in a friendly and inviting manner.
* Build a rapport with patrons and guests and resolve issues to maintain high quality customer service.
* Provide information regarding Town and Civic Center events, services, facilities, and fees.

**Knowledge, skills, and abilities:**

* Valid food safe and Responsible Beverage certification recognized in New Brunswick must be obtained within the first 30 days.
* Ability to remain calm during difficult situations and in a very busy environment.
* Ability to work with minimal supervision.
* Ability to schedule and supervise Student Event Staff to ensure adequate staffing levels and while ensuring legal compliance with facility licensing.
* Excellent interpersonal skills, including a pleasant telephone manner.
* Excellent computing skills including knowledge of Microsoft Word, Outlook, Excel, PowerPoint, and social media (Facebook, Instagram, Word-Press, etc.).
* Effective communication verbally and in writing.
* Flexibility to adapt to a variety of work situations with various individuals or groups.
* Time management and multi-tasking skills to prioritize work, manage multiple demands, meet deadlines, and respond calmly to challenging situations.
* Ability to build and maintain effective working relationships with peers and members of the public.

**Experiences:**

* Previous experience in customer service, hospitality, or event planning would be considered an asset.
* Previous experience of working with audio/visual equipment would be an asset.
* Previous experience working in an office environment would be considered an asset.

**Qualifications:**

* Minimum Grade 12 graduation.
* Valid driver’s license is required.
* Criminal record check.
* Ability to obtain required job-related certification is necessary.

**Work Environment:**

* Both indoor and outdoor environments. Based out of the Garcelon Civic Center but will be responsible to work multiple venues around St. Stephen.
* A variety of levels of dress will be required, depending on the event.

**Hours of work:**

* Flexible to meet the operational needs of the department.
* Day, evening, and weekend work is required on a fluctuating schedule based on departmental needs and work on statutory holidays will be required.

**Salary:** As per Collective Agreement.