



## **DUTY MANAGER**

### **(Full Time Evening/Weekends)**

Do you enjoy working in a busy and varied work environment; are you comfortable working with the public and in a leadership role? Trico Centre for Family Wellness is currently seeking a self-motivated, dynamic customer focused individual with superior communication, problem-solving and decision-making skills. This role requires an individual able to work well independently and in a team environment where solid people skills are essential.

#### **Qualifications:**

- Post Secondary Education
- Cash handling and superior customer service experience required
- 2 Years Staff supervision experience essential
- Excellent verbal and written communication skills
- Computer skills (Word, Excel)
- Recreation Software System experience is a definite asset
- Current Standard First Aid and CPR Certification mandatory
- Basic Security Clearance and Vulnerable Sector Search mandatory within first two weeks of employment

#### **Responsibilities:**

- Demonstrates and promotes a personal understanding of, and appreciation for the mission, vision and goals of Trico Centre for Family Wellness
- Works cooperatively with all department supervisors and staff to ensure effective operation of the facility
- Takes on leadership role for any facility emergencies or issues (i.e. first aid, thefts from locker rooms, patron issues, building emergencies, staffing, etc.)
- Assists Facility Services Director with Rentals, Drop in Schedules etc
- Completes all opening and/or closing facility procedures
- Handles all cash outs and floats on shift
- Assists Guest Services with program registration, membership sales, and facility tours as required
- Takes on other duties as required

**Work Schedule:**

- Full time hours covering evening and weekend shifts.
- Weekday shifts 2:30pm-10:30pm
- Weekend 8:30-4:30pm

**Required Skills/Experience:**

- Mature, responsible and enthusiastic
- Excellent customer service orientation and professional
- Able to deal with the public under a variety of circumstances
- Reliable and punctual
- Strong organizational skills
- Enjoys and thrives in a busy work environment
- Superior public relations and communication skills
- Manages conflict effectively and positively
- Self-starter who takes initiative

**What we offer:**

- A stable schedule
- Free facility membership and discount on registered programs
- Competitive compensation including paid holidays and benefit package.
- Advancement opportunities and cross-training
- A fun, positive and respectful work environment

**Closing Date:** Open until filled

**Location:** 11150 Bonaventure Drive SE

Only those individuals selected for an interview will be contacted. No phone calls please. Thank you for your interest in Trico Centre for Family Wellness. "We are an equal opportunity employer".

Please send resumes to:  
Trico Centre for Family Wellness  
11150 Bonaventure Dr. SE  
Calgary, AB T2J 6R9

Attention: Facility Services Director

Email: [careers@tricocentre.ca](mailto:careers@tricocentre.ca)  
Fax: 403-278-7573