

POSITION DESCRIPTION

TITLE

Guest Services Attendant – JoeAnna’s House

STATUS

Part Time 16 hours/week
Weekends and Holidays

LOCATION

JoeAnna’s House – 321 Royal Avenue Kelowna, BC

REPORTS TO

Manager of Operations

SUMMARY

The Kelowna General Hospital Foundation provides a wide variety of support to Kelowna General Hospital, associated healthcare facilities, community healthcare programs and the ongoing cost of operations at JoeAnna’s House.

JoeAnna’s House is owned and operated by the KGH Foundation to provide a home away from home for families of patients required to travel to KGH for care. There are 20 bedrooms, shared kitchen and dining facilities, an on-site work out facility and so much more. JoeAnna’s House also has the capacity to support day-use activities for families from within the area. JoeAnna’s House charges a nominal fee for Guests and is supported principally through philanthropy activities. JoeAnna’s’ House is staffed 24/7. The compliment of Staff at JoeAnna’s House is a mixture of paid, full time and part-time Staff and Volunteers.

The position will support the staff and volunteers at JoeAnna’s House on weekend days and holidays. The Guest Services Attendant is responsible for ensuring the safe and efficient operations of JoeAnna’s House under the direction of the Manager of Operations. The position supports home operations, from housekeeping to Guest relations, while also providing exemplary customer service for Guests.

CORE COMPETENCIES

- Excellent work ethics
- Excellent communication and organizational skills
- Team oriented
- Strong attention to detail
- Ability to provide supportive leadership
- Problem solving abilities
- Mediation skills
- High accountability
- Dependability

KEY RESPONSIBILITIES

- Provide exceptional and professional customer service to Guests
- Supervise Hospitality Attendants and Volunteers
- Guest check in, orientation and check out
- Guest Invoicing and follow up
- Tour and orientate KGHF Visitors
- Address Guest concerns and needs
- Relaying Guest experiences/stories to Manager Of Operations

REQUIREMENTS

- Previous hospitality or customer service experience
- Leadership experience in a supervisory role
- Significant ability to manage varied tasks simultaneously
- Able to effectively communicate both verbally and in writing
- Capable photographic skills
- Food Safe Level 1
- CPR Level B with AED

WORKING CONDITIONS

- Weekend and holiday hours
- Overtime may be required
- Opportunities to volunteer in support of JoeAnna’s House and KGH Foundation

ABOUT THE POSITION

The Guest Services Attendant role at JoeAnna’s House will deliver every aspect of customer service in order to provide a warm and welcoming short term stay experience for individuals required to travel to KGH for care.

They will support and direct the team of staff and volunteers to ensure the Guest experience is one of compassion and understanding.

Applications accepted until 4:00pm, September 27, 2019

Please send your cover letter and resume to Darlene Haslock, Manager of Operations – JoeAnna’s House

Darlene.haslock@interiorhealth.ca