



Ambassador (Part-time)

Company Overview

The Seton Homeowners Association (SHOA) is a not-for-profit organization dedicated to managing, maintaining, and operating community amenities. The SHOA will oversee a state-of-the-art, 14,000-square-foot facility located on a six-acre site, designed to be a vibrant hub where residents can connect, play, and explore.

The facility will feature versatile multi-use rooms suitable for activities such as meetings, parties, events, and fitness classes, as well as enhanced gathering spaces and a mini gymnasium. The surrounding six-acre park will offer a variety of outdoor amenities, including a splash park, casual skating area, fire pit, hockey rink, basketball hoops, tennis/pickleball courts, a playground, an amphitheater, and additional gathering spaces.

This thoughtfully designed space will provide countless opportunities for residents to come together and enjoy their community.

The SHOA fosters a unique environment characterized by a dedicated and highly skilled workforce, grounded in mutual respect. Every employee contributes essential and measurable skills that help achieve the organization's strategic goals. Prioritizing safety, employees are committed to consistently meeting and surpassing quality standards in all their activities to exceed the expectations of SHOA's customers.

Position Summary

Are you passionate about delivering an exceptional customer experience to everyone who walks through the door? Do you thrive on exceeding expectations and building genuine connections? If so, we want YOU to join our **Ambassador Team**! As the first point of contact at our ambassador desk, you'll play a vital role in creating a welcoming environment for our residents. All SHOA ambassadors will have the opportunity to engage with residents by validating their membership for entry, assisting with facility rental inquiries, processing annual encumbrance fee payments, assisting with general inquiries, and completing program registrations! Our part-time ambassadors will also have opportunities to fulfill shifts to facilitate clubs, activities, and facility rentals. Reporting directly to the Admin & Rental Coordinator, this is a permanent part-time position paid at an hourly rate. Shifts will vary on weekday day, evenings and weekends, with a monthly schedule provided two weeks prior to the beginning of the month.

Key Responsibilities

- Provide SHOA patrons with an exceptional customer experience in the following capacities: registering for programs, issuing new cards, processing annual encumbrance payments, administering point of sales, answering facility rental questions and completing bookings, event registration and other requests
- Be the initial point of contact for SHOA residents/patrons at the ambassador desk, over the phone, and via email, always responding in a professional and courteous manner, finding the answer when unknown
- Facilitate the SHOA entrance gate by scanning all membership cards for entrance upon their arrival, to ensure accurate records of facility usage
- Be an effective ambassador for the SHOA by actively promoting program, club, activity, and event participation
- Effectively participate in the SHOA Safety Program, including paperwork for incidents, accidents, first aid, and the working alone policy
- Answer the SHOA main phone line and direct calls to the appropriate team member



- Assist residents to complete the appropriate forms in regards to park usage, equipment rentals, membership, etc.
- Enforce all Seton Homeowner Association rules
- Process annual encumbrance fees according to designated procedures
- Facility clubs, activities, and facility rentals, as scheduled
- Effectively communicate shift occurrences with other ambassadors in the “ambassador communication book”
- Any other duties as assigned by Management

Qualifications & Requirements

- Minimum 1 year of customer service experience in a fast-paced environment
- Outstanding customer service, written and oral communications skills
- Genuine connection builder
- Excellent organization and time management skills
- Strong attention to detail with accuracy and efficiency
- Working knowledge of Microsoft Office
- Experience working with Canva considered an asset
- Ability to work independently, and as part of a team
- CPR and First Aid Certification (or willing to obtain)

Compensation Package

- Competitive hourly wage
- Training and Development Opportunities

To Apply

Interested applicants are asked to email a resume and cover letter to the resumes@setonhoa.ca. In addition to your hourly wage expectation, the cover letter must include an answer to the following two questions.*

- 1) What work experience and qualifications do you have that makes you an eligible candidate for this role?
- 2) What measures would you take to ensure a top-notch customer experience for visitors at the SHOA?

***Only applications that adhere to the instructions above will be considered for the role.**