



Jensen Lakes

JLHOA Amenity Ambassador Job Description:

The ***Amenity Ambassador*** will be responsible for the daily amenity operations and customer service requirements of the Jensen Lakes Residents Association (JLHOA) facilities, grounds, and amenities, and other areas under the umbrella of the JLHOA.

The JLHOA is a not-for-profit corporation whose purpose is to manage, maintain, and operate the JLHOA amenities. The JLHOA owns, operates, and maintains a 3-acre park that features a 22-acre freshwater manmade recreational lake park, picnic areas, and maintenance shop/ office. This park is exclusively for the residents of the Jensen Lakes community and will open June 2022.

Reporting:

The Facility Coordinator report to the facilities Co-ordinator for the JLHOA.

Duties:

Without limiting the generality of the foregoing, the Facility Coordinator will be responsible for the following:

Administrative Functions:

- Providing exceptional customer service
- Complete Administrative tasks as directed
- Maintaining accurate, detailed logs & Reports

Safety:

- Ensuring all Workplace Health and Safety requirements are met

Operations and Maintenance Functions:

- Installing, operating, and managing the rentals of the outdoor recreational water equipment.
- Operating Enforcing rules and regulations of the park and amenities
- Providing customer driven, service oriented, clean, safe, and well maintained park
- Ensure park, and all equipment are always clean and in good repair
- Ensure that the buildings and park are secured at closing (i.e. all doors/windows locked and security system armed)
- Support to the management and team including customer support as required
- Monthly janitorial supply inventory and ordering
- Providing exceptional customer service and lead employees by example.

Employees are expected to perform these duties with minimal supervision



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Hours of Employment

- Hours of employment are determined as per the needs of the facility and will range from Monday to Sunday. 35-40 Hrs. per week.

The description does not include Special Events or any unforeseen circumstances that may require extra attention and additional hours.

Qualifications:

- Excellent communication skills in English, both written and verbal.
- Have own transportation. Clean Driving History
- Ability to build and maintain good relationships with members.
- Capable of enforcing company policy and regulations.
- Strong work ethics.
- Must be customer focused.
- Previous experience will be an asset but is not necessary.

Wage will commensurate with qualifications and experience. This is an exciting opportunity to be involved in the operations of a new, unique, and exclusive park and facility with exceptional amenities. If you meet or exceed the qualification requirements, please forward your cover letter and resume (including wage expectations) to:

Triona Cosgrave tcosgrave@melcor.ca