



## **Customer Service Associate**

Bordered by the Crescent Drive Golf Course and only 20 minutes from downtown Winnipeg, Thermëa by Nordik Spa-Nature opened its doors in 2015. This relaxation and renewal centre focuses on thermotherapy practices and relaxation techniques from Scandinavian countries. It offers a multisensorial experience in an all-embracing natural setting to contribute to the health and wellness of its guests.

Continuously innovating and evolving by creating unique relaxation experiences, it is the only Nordic-style spa in the Canadian Prairies today.

We are currently seeking passionate wellness professionals who will use their skills to transform people's lives, one visit at a time. Join our team.

**Associates with Thermëa by Nordik Spa-Nature will embrace the following values:**

- Accountability
- Engagement
- Respect
- Integrity
- Teamwork

### **Job Summary:**

The Customer Service Associate's primary objective is to welcome, assist and advise customers on the cycle of thermotherapy & the benefits, services and activities of Thermëa by Nordik Spa-Nature and, more broadly, of the region. He/she also acts as an ambassador to our customers and handles, in a courteous, quick and efficient manner, various transactions while ensuring the up keeping of the premises.

### **Responsibilities & Essential Duties:**

- Welcomes and registers customers in a personalised and professional manner
- Answers telephone inquiries regarding the services and its facilities
- Handles waiting lists and maintains customer records

- Process various payment methods
- Maintains par stock of supplies and accessories
- Maintains cleanliness of the reception, lobby and Locker rooms
- Refreshes lockers and refills fresh towels and toiletries

**Essential Requirements:**

- High school diploma
- One-year experience in customer service
- Basic knowledge of Windows based software
- Knowledge of the region as well as touristic attractions

**Additional Assets:**

- Bilingual - English and French
- Knowledge of the SpaBooker system

**Working Conditions:**

- Must be able to communicate clearly with customers, managers and other associates
- Be able to work in a standing position for long period of time
- Must be able to work in a fast-paced environment with a calm demeanor

**Work schedule:**

Variable schedule (day, evenings, weekends, holidays)

**Salary:**

Based on the pay scale and benefits in effect at Thermëa by Nordik Spa-Nature

**How to Apply:**

Please fill in the I-Recruitment job application questionnaire on our Careers page. <https://irecrutement.ca/employeur/?employeur=thermea>

Please note that only successful candidates will be contacted.