



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. He/she will be trained in a multi task position to work in another operational department/s.

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
- Ensures the locker room floors are dry
- 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:

- Diploma in tourism, hospitality or administration
- 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://irecruitment.ca/employeur/?employeur=thermea>

Please note that only successful candidates will be contacted.