Position: Welcome Centre Host

Reports To: Facility Manager

Collaborates With: General Manager, Welcome Centre Hosts, Club Staff, Volunteers, Members, & Visitors

Wage: $19.50 / hour

Position Type: One part-time position available (25 hours per week mostly afternoon shifts) - seasonal from Mid-November to Mid to end of March

About Kimberley Nordic Club

The Kimberley Nordic Club is a vibrant, non-profit community winter recreation organization managing over 30 kilometers of world-class, professionally groomed cross-country ski trails, recreational and competitive programs, lessons, equipment and facility rentals, and special events. Driven by a passionate mix of dedicated staff, volunteer leaders, and over 2,000 active members, KNC is committed to advancing a welcoming, healthy, and accessible outdoor environment for skiers of all ages and ability levels.

Role Overview

As a Welcome Centre Host, you are the face of our club, the primary customer service contact, and a key driver of our daily desk operations. Reporting to the Facility Manager, you will work closely with our General Manager, fellow hosts, staff, and volunteers to set a warm tone for members and visitors. You will manage digital front-desk systems, process sales, hand out rental equipment, update online tools, assist with special events, and help skiers safely get out on the snow.

Key Responsibilities

- **Guest Reception & Teamwork:** Greet members and visitors warmly, share trail updates, and collaborate daily with team members, volunteers, and club leadership.

- **Point of Sale (POS) & Desk Operations:** Process day passes, seasonal memberships, rental packages, lessons, and retail items accurately using our digital POS system; manage daily cash outs and digital receipts.
- **Computer & Digital Communications:** Use Google Workspace (Gmail, Docs, Sheets, Drive) daily to track inventories, schedule rentals, and respond to incoming email inquiries.
- **Basic Website & Content Updates:** Perform simple updates to our website (e.g., updating daily trail conditions, posting event notices, and updating schedule announcements).
- **Special Events Support:** On occasion, assist with extra logistical and hosting duties during club races, community functions, and special events.
- **Facility Management:** Keep the Welcome Centre, Lodge and Waxing hut clean and organized, firewood stocked, woodstove stoked
- **Rental Management:** assist guests with ski rental sizing and equipment sign-outs and basic maintenance.

Qualifications & Skills

- **Strong interpersonal skills** with a welcoming, customer-first attitude and a team-player mindset.
- **Strong Computer & Tech Savvy:** Comfortable navigating Point of Sale software, general web applications, and basic website content management tools.
- **Proficient in Google Workspace:** Hands-on experience with Gmail, Sheets, Docs, and shared Google Drive workflows.
- Strong interpersonal skills with a welcoming, customer-first attitude and a team-player mindset.
- Experience in customer service, retail, or office administration is preferred.
- First Aid training (OFA 1 / Emergency First Aid or higher) is an asset.
- Local knowledge of our trail system and Nordic skiing is a huge bonus!

Perks

- **Free Season Trail Membership** (ski on your time off!)
- **50% off** Adult Ski Programs to develop your skills and knowledge of nordic skiing
- **Free** equipment rental
- **Staff Discounts** on retail gear, private lessons, and lodge rentals
- **On the job training**
- Active, supportive team environment right in the heart of our winter outdoor community

How to apply:

Submit your application including a résumé, a cover letter and a minimum of two references by **October 25 , 2026 at 4:00 pm MT.**

Application packages must be sent to Emilie Cayer-Huard, General Manager at the following address: manager@kimberleynordic.org