



Jensen Lakes

JLHOA Program Ambassador Job Description:

The ***Program 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 23-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 opened June 2022.

Reporting:

The ***Program Ambassador*** will report to the facilities Manager for the JLHOA.

Duties:

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

Administrative Functions:

- Assisting with the preparation and management of the operating budget relating to programs and events
- Organizing the event schedules, programs and rentals.
- Creating & Managing Programs and events for the yearly calendar.
- Promoting and marketing all programs and events
- Monitoring community groups and competing organizations to best utilize and implement programs and events and ensuring our pricing is comparable.
- Write, edit and produce quarterly calendars of programs, events and activities.
- Identify sponsorship and grant opportunities for the Association.
- Reviewing and confirming invoices for payment
- Creating various policy and procedure manuals related to programs and events
- Preparing reports
- Maintain the website and social media accounts with current and relevant information

Safety:

- Reviewing and managing safety program related to events and programs
- Ensure that program instructors, volunteers, program leaders and Customer Service Representatives have received proper orientation of the RA safety program
- Ensuring all Workplace Health and Safety requirements are met



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Operations and Maintenance Functions:

- Managing the rentals of the outdoor recreation and future facility spaces.
- Providing customer driven, service oriented, clean, safe, and well maintained park
- Support to the management and team including customer support as required
- Providing exceptional customer service and lead employees by example.

Employees are expected to perform these duties with minimal supervision

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 at tcosgrave@melcor.ca