

BGC South East is currently seeking the following position:

The Bunker, Social Enterprise Team Member

Locations:

- **West End Campus (West End Facility & The Bunker)** — 1300 Bath Road, Kingston, ON
- **East End** — 695 Innovation Drive, Kingston, ON

Hours:

- **Weekends:** Must be available Saturdays and Sundays
- **Weekdays:** Based on availability

Rate: \$18.00/hour

Transportation: Must provide own transportation

Overview

We're looking for enthusiastic, reliable, and customer-focused team members to join our team at the West End Campus (The Bunker & West End Facility) as well as our East End location. As part of our crew, you'll play an important role in creating fun, safe, and memorable experiences for families, children, and community members. Whether you're helping a group book their next game, running a birthday party, or making sure everything runs smoothly, you'll be a key part of the guest experience from start to finish.

Key Responsibilities

The Bunker

- Greet and assist guests in a friendly and professional manner, ensuring every visitor feels welcomed
- Answer phone calls, return messages, and manage reservations efficiently and accurately
- Maintain a clean and organized facility, including the front desk, lobby, bathrooms, simulator rooms, bowling alleys, and party rooms
- Handle cash and process payments using Square POS and SYNC systems with accuracy and attention to detail
- Distribute equipment, provide clear explanations of rules and facility guidelines, and ensure guest safety at all times
- Supervise and support party room events, checking in regularly to ensure everything is running smoothly
- Check in with guests in the putting area to provide assistance and maintain a positive environment
- Facilitate birthday parties, ensuring the schedule runs on time and guests have everything they need
- Build and maintain positive relationships with other rentals and groups within the facility to ensure a cohesive guest experience
- Act as a team player, stepping in to support other staff and areas as needed during busy period

West End & East End Birthday Parties

- Warmly greet birthday parties upon arrival and assist with any preparations or special requests
- Prepare party spaces before guests arrive, ensuring the area is clean, welcoming, and fully stocked
- Act as the main point of contact during the party, staying present in the party area to answer questions, assist with activities, and support parents or organizers
- Coordinate with the front desk staff to make sure food and refreshments arrive on time and as ordered
- Help create a fun and stress-free experience for hosts by keeping parties on schedule and supporting transitions between activities
- Clean and disinfect the party area after each event, ensuring a high standard of cleanliness for the next group
- Disinfect the jungle gym (East End) following each party to maintain health and safety standards
- Provide exceptional customer service by anticipating needs, resolving issues quickly, and ensuring every party leaves with a positive impression

Job Requirements

- Current Standard First Aid / CPR Level C certification
- TDP (TDAP/Adacel/10-year booster) and MMR immunizations must be up to date
- Criminal Reference Check (including Vulnerable Sector Check) completed within the last 6 months
- HIGH FIVE and WHMIS certifications are considered assets
- Reliable transportation is required

Job Specifications

- Experience using a cash register is an asset
- Ability to be a positive role model for children and youth
- Strong conflict resolution and problem-solving skills
- Able to work both independently and as part of a team with minimal supervision
- Excellent organization, time management, and communication skills

Submit resume and cover letter indicating position applying for to the attention of:

HR Administrator

hr@bgcsoutheast.ca

Please note that BGC South East will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements and we will do our best to accommodate.

We thank all those who apply, however only successful candidates will be contacted for an interview.