



October 15, 2025

**Pool Ambassador
Auxiliary
Competition #25023A**

North Vancouver Recreation & Culture (NVRC) is dedicated to building healthy individuals, families, and communities. We offer a wide range of recreation and cultural programs and services to residents of all ages and abilities. We are looking for a positive, enthusiastic, and friendly individual to deliver memorable experiences to our customers.

WHY WORK FOR US?

You will be an integral part of our dedicated staff team who continually strive to make a difference in the recreation and cultural lives of North Vancouver residents. NVRC values employees, offering a competitive salary and a great working environment.

GREAT CUSTOMER SERVICE

You will be delivering excellent customer service, which involves supporting pool staff with a variety of routine tasks to assist patrons accessing North Vancouver Recreation & Culture (NVRC) Aquatic services. You are reliable, responsive to customer needs, and excellent at building relationships.

DUTIES:

- Support pool staff by providing good customer service, with a focus on public education of the rules in a pool environment.
- Listen to customer feedback and provide explanations in the moment, or direct customer to appropriate staff.
- Provide brief orientations to the pool area for patrons new to the facility
- Provide assistance with lockers, wristband checks, and other small tasks that support customer experience.
- Calmly and diplomatically navigate customer complaints and requests for information/support
- Respond to facility emergencies, taking direction from supervisor on-duty

QUALIFICATIONS AND REQUIREMENTS:

- Ability to model NVRC's values in communications with the public
- Ability to learn about NVRC Aquatics and share information
- Works well in a team, with the goal of ensuring the safety and enjoyment of public and staff
- Comfortable addressing public behaviour that does not meet NVRC's code of conduct
- Ability to use conflict resolution skills to de-escalate situations

All employees will be available to work at any North Vancouver Recreation & Culture location and are required to submit a Police Information Check as a condition of employment.



HOURLY RATES: The pay for this auxiliary position ranges between \$22.44 - \$26.18 per hour, based on education and experience, plus 12% vacation pay.

HOURS: This is an auxiliary position which may involve shift work including days, evenings and weekends.

CLOSING DATE: Until Filled

APPLY ONLINE AT: <https://nvrc.peopleadmin.ca/postings/2754>

We thank you for your interest in employment with North Vancouver Recreation & Culture and advise that only those selected for an interview will be contacted.