



Guest Services Representative

Date: December 24, 2025

Revised Date: February 10, 2026

Introduction:

The Lighthouse is an independent/assisted living home for seniors under the direction of the Emmanuel Seniors Living Society, since 1968. Our mission is to provide a Christian environment that is safe and comfortable so seniors can live with dignity. In providing services and supports to our residents, we are guided by our core values: Integrity, Caring, and Excellence.

Job Description

Reporting to the Site Manager, the Guest Services Representative is an energetic professional who is extremely organized, able to multi-task and has superior interpersonal skills. The Guest Services Representative supports the operations of the welcome centre/front desk operations by handling large volume of incoming calls, a wide range of administrative, clerical, and technology support-related tasks and is able to work independently with little or no supervision.

Primary responsibilities:

- Provide receptionist/concierge support to the Lighthouse that enhances the communication experience for residents, staff, deliveries, contractors, visitors and guests.
- Promote healthy and strong relationships and foster positive representation of the Lighthouse, through regular interactions with residents, families, visitors, and staff.
- Provide general support to staff team as needed. This may include:
 - submitting maintenance work orders
 - hospitality support including preparing beverages and setting up breakfast nook, refreshments for residents and meetings, and basic cleanup
 - signage, deliveries and assisting all resident and guest inquiries
- Performing housekeeping as needed including but not limited to:
 - Ensuring the safety, cleanliness of all common areas
 - Ensuring the lobby is clean and welcoming
 - Identifies potential maintenance issues and submits work orders
 - Demonstrating safe and proper techniques for chemical/cleaning solutions and stocking of housekeeping carts
 - Assist with setup and takedown for special events as needed.
- Facilitate distribution of mail, newsletters, internal memos as needed
- Support Department heads by tracking and booking activities including events, clinics etc.
- Maintain a safe and secure working environment by monitoring access and security cameras
- Assists residents in emergency situations

Overnight Shift:

- The Guest Services Representative is required to conduct scheduled interior patrols, check and secure building access doors from within the premises.
 - Deter and respond to security incidents on property, calling professional enforcement as needed.
 - Provide first response support to residents during overnight medical or safety incidents until emergency services arrive.
 - Document and report any irregularities.
 - Respond to various types of emergencies (fire alarms/elevator entrapments/medical emergencies) calmly and competently; act as Lead during overnight emergencies including following Emergency procedures, leading evacuation process and conducting roll call.
- Other duties may be assigned by the supervisor or designate to support operational needs and organizational priorities.

Qualifications

- Knowledge of office responsibilities, systems and procedures.
- Knowledge of call systems and intercoms.
- Excellent time management skills and ability to multi-task and prioritize work
- Excellent verbal communication skills; fluent in English
- Strong organizational skills
- WHMIS training
- Proficient in MS Office and other office software packages
- Knowledge of clerical best practices and procedures
- Must be able to relate to residents and staff in a courteous and diplomatic manner.
- Must demonstrate an appreciation of the heritage, values, and wisdom of the residents and have a good understanding of the aging process.
- Must have a current CPR certificate.
- The successful candidate will be required to undergo a security screening for working in the vulnerable sector.
- Ability to work varied shifts, including daytime, evening, overnight and weekend.

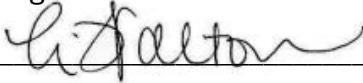
Physical Demands:

- Push, pull, and lift up to 50lbs on a weekly basis.
- Be able to reach, bend, stoop, and work in a standing position for a long period of time.

Working Conditions: Exposure to hot surfaces, steam, wet floors, heavy lifting, mechanical equipment and cleaning chemicals.

Any revisions of the document must be approved by the Chief Executive Officer.

Validating Signature:

CEO: _____

Approved by CEO: February 10, 2026