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.

How to Apply

Interested candidates are invited to submit their resume, cover letter, and two professional references to our Human Resources Department at hr@esls.ca.

For questions or more information about this position, please contact us at the same email address.

We thank all applicants for their interest. Only those selected for an interview will be contacted.

Any revisions of the document must be approved by the Director of Operations

Validating Signature:

DOO: 

Approved by DOO: February 10, 2026