



At Rimrock Banff, we create more than luxury experiences, we create moments that move people. Guided by Wellness, Adventure, and Culture, our people live and work in one of the most inspiring places on earth, delivering hospitality with purpose and heart. Here, every day brings connection, growth, and unforgettable memories, on and off the clock.

Live boldly. Work with heart. Stay moved.

This role is about more than moving luggage, it's about creating trust, reassurance, and ease from the moment our guests arrive. As a Bellperson, you are the first impression and a steady presence throughout their journey. With a natural service orientation, attention to detail, and calm professionalism, you ensure that every guest interaction is smooth, thoughtful, and memorable.

What You'll Be Doing

Guest Connection

- Warmly greet and farewell guests, assisting with luggage, transportation, and parking.
- Escort guests to rooms, introducing resort amenities and services with confidence and clarity.
- Provide accurate information and thoughtful recommendations on local wellness, culture, and adventure experiences.
- Respond promptly to guest requests, ensuring their comfort and convenience at every stage.

Operational Excellence

- Safely handle guest luggage, packages, and special belongings with care and discretion.
- Support guest services including valet parking, ski/gear storage, shuttle transfers, and amenities.
- Safely operate hotel vehicles, from luxury cars to 20-passenger shuttles (Class 4 license required).
- Maintain an orderly, polished atmosphere in lobby and public areas.

- Adhere to all Rimrock safety, security, and service protocols with precision and consistency.

Team & Culture

- Collaborate with Front Office, Concierge, and Valet teams to deliver seamless guest journeys.
- Work steadily and reliably in both predictable and peak periods.
- Embody Rimrock values of connection, growth, and authenticity in every interaction.

What You Bring

- Previous hospitality or guest service experience, ideally in a luxury environment.
- Naturally warm, polished, and professional demeanor.
- High attention to detail with a consistent, conscientious approach to tasks.
- Alberta Class 5 driver's license, and clean drivers abstract required
- Alberta Class 4 driver's licence must be achieved within 45 days of start date

Bonus If You Bring

- Knowledge of Banff National Park, its culture, and adventure offerings.
 - Previous experience operating passenger shuttles or luxury vehicles.
 - A background in ski or outdoor gear services.
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Who You Are

You are reliable, professional, and service-focused. Guests can count on you to create a positive first impression and provide consistent support throughout their stay. You work best in structured environments where accuracy and attention to detail are important, and you take pride in completing tasks correctly the first time.

Calm under pressure and cooperative with your team, you follow established procedures to ensure every guest interaction is smooth, respectful, and polished. Dependable and conscientious, you understand that consistency and care are the foundation of luxury service.

Craft with precision. Elevate with passion. Stay moved.

Physical Demands

- Continuous standing and walking for long periods of time.
- Frequent lifting and carrying up to 50 lbs / 23 kg.
- Pushing and pulling luggage carts and guest items.
- Bending, reaching, and handling of guest belongings.
- Ability to work both indoors and outdoors in varying weather conditions.

Visa Requirements: Must be legally authorized to work in Canada. The hotel is unable to assist candidates in obtaining Canadian work authorization.

Job Perks & Benefits:

- Comprehensive benefits package (Medical, Vision & Dental) including extended benefits like; Mental Health, Orthodontics, Fertility Drugs and Gender Affirmation for full time permanent status employees after 3 months.
- Defined Contribution Pension Plan with employer matching up to 5% of annual earnings for full time permanent status employees.
- Employee travel program with discounts on room rates as well as on food & beverage at Accor properties world-wide.
- Access to the Mountain Explorer Travel Program, exclusive room rates for colleagues, which includes 50% off all food & beverage when staying at Fairmont Resorts in Banff, Lake Louise, Jasper & Whistler.
- One complimentary buffet meal per shift in our staff cafeteria.
- Subsidized shared Staff Accommodation for full-time status (subject to availability).

At Rimrock Banff, we believe that diversity makes us stronger, and inclusion moves us forward.

Our team is made up of individuals from across the globe, each bringing their own culture, perspective, and story. In a place as naturally diverse as Banff National Park, it's only fitting that our workplace reflects the same richness.

Whether you're on shift or in staff housing, we want every person to feel seen, valued, and free to be fully themselves, regardless of race, culture, gender identity, religion, abilities, sexual orientation, or age.

Inclusion isn't a box we check, it's a value we live. And while we're proud of our progress, we know there's always more to learn, more ways to grow, and more voices to elevate.

Together, we build a workplace where belonging isn't just possible, it's expected.

Be you. Be bold. Stay moved.