



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.

As a Front Desk Agent at Rimrock Banff, you are at the heart of the guest experience, delivering personalized, seamless, and memorable service throughout every stage of the guest journey. As one of the first points of contact for our guests, you will create a warm and professional welcome, ensuring each arrival, stay, and departure reflects the exceptional standards of our luxury hotel.

What You'll Be Doing

- Welcome guests with warmth, professionalism, and genuine enthusiasm, creating a positive first impression from arrival through to departure.
- Manage guest check-ins and check-outs efficiently, ensuring all details are accurate and the process is seamless and personalized.
- Process reservations, room assignments, billing, payments, and account adjustments in accordance with hotel procedures.
- Anticipate guest needs and preferences, delivering personalized service and identifying opportunities to exceed expectations.
- Provide accurate information about hotel facilities, services, dining experiences, local attractions, and activities in Banff and the surrounding area.
- Respond promptly and professionally to guest enquiries, requests, and concerns, taking ownership to ensure appropriate and timely resolution.

- Maintain clear and effective communication with Housekeeping, Reservations, Guest Services, Food and Beverage, and other departments to coordinate guest requirements.
- Monitor room status, special requests, VIP arrivals, and guest preferences to support a smooth and well-coordinated operation.
- Handle guest feedback and service recovery situations with empathy, discretion, and sound judgement, escalating matters when appropriate.
- Maintain accurate guest profiles, reservation notes, and records while respecting guest privacy and confidentiality.
- Identify opportunities to enhance the guest experience through appropriate room upgrades, hotel offerings, and recommendations.
- Follow established cash-handling, credit, billing, security, and internal control procedures.
- Maintain a professional and organized Front Desk environment, ensuring the reception area reflects the hotel's luxury standards.
- Support colleagues across the Front Office team and contribute to a collaborative, service-focused working environment.
- Uphold hotel policies, brand standards, and health and safety requirements while continuously seeking opportunities to improve the guest experience.

What You Bring

- Previous experience in Front Desk, Guest Services, or a customer-facing hospitality role is preferred; luxury hotel experience is an asset.
- A calm, professional, and empathetic demeanor.
- High level of attention to detail and a consistent, conscientious work ethic.
- Excellent communication skills, both written and verbal.
- Proficiency with hotel software systems (e.g., Opera, PMS) and Microsoft Office.

Bonus If You Bring

- Knowledge of Banff National Park and surrounding attractions.
 - Bilingual communication skills (especially French, Mandarin, German, or Spanish).
 - Previous experience handling reservations or concierge tasks in a hotel setting.
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Who You Are

You are dependable, detail-oriented, and focused on delivering consistent service. You work well within established systems and take pride in following procedures accurately. Guests and colleagues can count on you to be professional, discreet, and thorough in every interaction. You stay calm under pressure, communicate clearly, and handle multiple tasks efficiently. Your strengths lie in organization, reliability, and a steady presence that contributes to a smooth, seamless guest experience.

Craft with precision. Elevate with passion. Stay moved.

Physical Demands

- Continuous standing and walking for long periods.
- Frequent typing, reaching, and handling of guest documents and payment systems.
- Ability to maintain focus and composure in a bustling environment.
- May require occasional lifting (up to 25lbs) of guest belongings or packages.

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.