



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 Public Area Attendant, you are responsible for maintaining the cleanliness, presentation, and order of the hotel's public spaces. Your work ensures that lobbies, hallways, washrooms, elevators, and shared areas consistently reflect Rimrock's luxury standards.

This role is grounded in precision, focus, and quiet accountability. You take a serious, methodical approach to your work and find satisfaction in completing tasks accurately and thoroughly. You work best with clear standards, defined routines, and the freedom to focus on your assignments without distraction, knowing that quality and correctness matter more than speed.

What You'll Be Doing

Public Area Cleaning & Presentation

- Clean and maintain all assigned public areas, including lobbies, corridors, washrooms, elevators, stairwells, and guest-facing common spaces.
- Ensure all public spaces consistently meet Rimrock's luxury presentation standards.
- Pay close attention to detail, ensuring surfaces, fixtures, and high-touch areas are spotless and orderly.
- Complete tasks systematically, finishing one assignment fully before moving to the next.

Guest Interaction & Discretion

- Provide discreet, professional service while working in guest-facing areas.
- Maintain a calm, respectful presence that minimizes disruption to the guest experience.
- Uphold guest privacy and confidentiality at all times.

Safety, Maintenance & Reporting

- Identify and report safety hazards, cleanliness concerns, or maintenance needs promptly.
- Follow all health, safety, sanitation, and chemical-handling procedures precisely.
- Use cleaning tools and equipment correctly and maintain them in good working condition.
- Adhere strictly to established procedures and standards with little room for error.

Operational Excellence

- Work independently and responsibly, managing assigned tasks with minimal supervision.
- Maintain cleaning carts, storage areas, and supply rooms in clean, organized condition.
- Document completed tasks or issues as required.
- Take pride in producing consistent, high-quality work that stands up to close inspection.

What You Bring

- Previous experience in housekeeping, cleaning, or a similar detail-oriented role preferred.
- Strong attention to detail and a commitment to precision and accuracy.
- Ability to work independently in a task-focused, structured environment.
- Comfortable following defined procedures and standards without deviation.
- Calm, disciplined approach to repetitive or routine work.
- Strong sense of accountability and personal responsibility for work quality.

Bonus If You Bring

- Experience in a luxury hotel or high-standard hospitality environment.
- Familiarity with public area cleaning procedures and equipment.
- A natural preference for analytical, technical, or detail-driven work.
- Comfort working with minimal interruption or social interaction.

Who You Are

You are serious, focused, and disciplined. You take pride in doing work thoroughly and correctly, and you prefer a professional environment where expectations are clear and standards are high.

You are comfortable working independently, thinking through tasks carefully, and ensuring nothing is missed. You don't rush, you get it right. Your work may be quiet and behind the scenes, but it plays a vital role in shaping how guests experience the Rimrock from the moment they arrive.

Work thoughtfully. Deliver precision.

Stay moved.

Physical Demands

- Prolonged standing and walking throughout the shift.
- Frequent bending, reaching, pushing, pulling, and lifting.

- Lifting, carrying, or moving cleaning supplies and equipment (up to 30 lbs).
- Repetitive motions requiring manual dexterity and sustained concentration.
- Ability to maintain focus while working independently for extended periods.

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.