



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 transporting guests, it's about shaping the first and last impression of the guest journey. As a Resort Driver, you are a highly visible and trusted presence, often the very first welcome and the final farewell our guests experience.

With a calm, confident demeanour and an unwavering commitment to safety and service excellence, you ensure each journey is smooth, comfortable, and thoughtfully executed. Whether navigating arrivals, departures, or resort transfers, you create a sense of ease and professionalism at every touchpoint. Through warm, authentic interactions and meticulous attention to detail, you elevate each drive into an extension of our luxury hospitality experience.

What You'll Be Doing

Guest Transportation & Experience

- Safely and efficiently transport guests to and from the Banff townsite, local attractions, and scheduled excursions including Lake Louise and Moraine Lake.
- Operate a range of hotel vehicles including sedans, SUVs, and a 20-passenger shuttle, ensuring a smooth and comfortable ride at all times.
- Welcome guests warmly and provide a professional, composed presence throughout their journey.
- Assist guests with luggage loading and unloading, handling belongings with care and discretion.

- Respond to guest questions with clarity and confidence, providing accurate information about hotel services and amenities.

Local Knowledge & Guest Engagement

- Act as a knowledgeable ambassador for Banff National Park, sharing thoughtful insights into local history, culture, wildlife, and points of interest when appropriate.
- Offer factual, well-considered recommendations for dining, activities, and experiences aligned with guest interests.
- Provide clear directions and helpful guidance that enhances the overall guest experience without overwhelming it.
- Vehicle Safety & Operational Excellence
- Conduct thorough pre-trip and post-trip inspections, reporting maintenance needs or concerns promptly.
- Ensure all vehicles are clean, fueled, stocked, and guest-ready in accordance with Rimrock standards.
- Adhere strictly to all traffic laws, hotel safety policies, and driving regulations.
- Maintain accurate trip logs, mileage records, and passenger counts.
- Demonstrate defensive driving practices and uphold an impeccable safety record at all times.

Team & Operational Support

- Communicate clearly with Front Desk, Concierge, Bell Services, and Guest Services leadership regarding guest movements and scheduling.
- Support Guest Services operations during peak periods, including assisting with directional support or Bell Services when required.
- Handle guest inquiries and concerns professionally, escalating when necessary.
- Work independently with confidence while remaining aligned with team expectations and procedures.

What You Bring

- Valid Alberta Class 4 Driver's License and a clean driving abstract required.
- Proven experience operating passenger vehicles safely and confidently.
- A disciplined, professional approach to work with strong attention to detail.
- Calm, reserved, and courteous communication style.
- Strong sense of responsibility, reliability, and punctuality.
- Ability to remain focused and composed while working independently.

Bonus If You Bring

- Strong knowledge of Banff National Park and surrounding attractions.
- First Aid and CPR certification.
- Previous experience driving shuttles or tour-style routes.
- Familiarity with luxury hospitality environments or resort operations.

Who You Are

You are thoughtful, disciplined, and precise in how you work. You value structure, accuracy, and doing things properly the first time. Guests trust you because you are steady, professional, and quietly confident in your expertise.

You prefer clear expectations and well-defined procedures, and you take pride in delivering consistent, high-quality work. While reserved in style, your care shows through reliability, attention to detail, and a sincere commitment to guest safety and comfort.

Drive with purpose. Serve with integrity. Stay moved.

Physical Demands

- Prolonged periods of sitting and driving.
- Frequent bending, reaching, and handling of luggage.
- Ability to lift and carry up to 50 lbs / 23 kg.
- Ability to work indoors and outdoors in varying mountain 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.