



POSTING NO: ESSF 1289

AFFILIATION: CSU 52

**EDMONTON SPACE & SCIENCE FOUNDATION
HOUSE MANAGER
ON GOING PART TIME**

TELUS World of Science - Edmonton inspires life-long learning as we create a positive science and technology culture in our region. We motivate people to learn about and contribute to advances in science and technology, to strengthen themselves, their families and their community. TELUS World of Science - Edmonton is operated by the Edmonton Space and Science Foundation.

Position Summary:

Under the direction of the Manager, Guest Services, the incumbent will be responsible for supervision over all Front of House staff while on shift. Assignments require incumbent to be familiar with all aspects of the facility. Work is performed independently in accordance with specific instructions and is reviewed by a Supervisor for compliance.

Duties & Responsibilities:

- Maintains cash float; provides direction to Guest Service Representatives in daily cash handling duties; prepares and verifies daily deposits; completes and verifies overage/under reports
- Start-up/shut-down of facility; ensures security of building; arms and disarms facility security system; controls access of patrons to facility
- Receives calls and answers questions on hours of operation, fees, and programs; ensures adequate supply of information brochures, etc
- Ability to handle emergency situations and customer service problems with diplomacy and finesse
- Maintains clean and tidy work area; performs minor janitorial duties; maintains lost and found
- Assists in organization of promotional events, rentals, bookings and tours
- Keeps routine records and performs clerical tasks relevant to assigned duties
- Handles customer concerns
- Other duties as assigned

Qualifications:

Knowledge and Abilities

- Experience with cash handling
- Ability to motivate and inspire an effective team
- Strong customer service skills and prior experience working with the public
- Excellent interpersonal, organization and communication skills



- Ability to maintain records in an effective and precise manner
- Current Standard First Aid Level C with AED
- Outstanding proven Leadership skills

Education & Experience

- Completion of a High School Diploma
- 1-2 years of employee/volunteer management experience would be beneficial
- Valid Pro Serve Certification or Equivalent

Hours of Work:

- 10-15 hours per week
- Must be available evenings, weekends and holidays – flexible schedule required

Salary: \$20.36 to \$25.13 per hour as per the 2016 Collective Agreement

Open date: March 14th, 2017

Close date: March 21st, 2017

Apply To: Human Resources

11211 142 Street

Edmonton, AB T5M 4A1

Apply by direct email to: hr@twose.ca

We thank all applicants and advise that only those selected for an interview will be contacted.