

POSTING NO.: ESSF 1361
AFFILIATION: CSU 52

GUEST SERVICE REPRESENTATIVE GIFT SHOP
Temporary Full-Time (May 21, 2018 – September 4, 2018)
Up to 2 Positions
Summer Student- STEP Grant

**POSITION
SUMMARY**

Under the direction of the Gift Shop/House Manager, the Guest Service Representative has a primary responsibility to ensure visitors receive program information and obtain proper admissions. The incumbent's primary responsibility is to facilitate the sales transactions/merchandise to individuals and groups in a friendly and accurate manner and answer all inquiries for information about the facility and the gift shop. The incumbent must be familiar with all policies, procedures & systems applicable to programs and admissions offered to public and group visitors. This individual demonstrates exceptional guest service skills, patience, accuracy and communications skills. The incumbent will perform their duties with little/minimal supervision.

DUTIES:

- Operating point-of-sale system.
- Stocking shelves/setting up displays.
- Receiving and pricing stock.
- Prepare daily cash summaries.
- Telephone enquiries.
- Guest interaction/product awareness and demonstration.
- General clean-up.
- Gate Admission and Exhibit Entrance coverage as required.
- Other duties as required.

QUALIFICATIONS:

- Excellent guest service skills.
- Cash register experience/credit card processing.
- Ability to deal effectively with members of the general public.
- Astronomy/telescope knowledge an asset.
- Must meet the STEP grant eligibility requirements

Note: A Security Clearance Check is a condition of employment for successful candidates. The check must be completed prior to commencement of work and is the financial responsibility of the candidate.



✉ WWW.TWOSE.CA

📍 11211 142 STREET NW
EDMONTON, AB T5M 4A1

☎ 780-452-9100

SALARY: \$13.60 – \$17.29 per hour as per 2016 Collective Agreement PT110
HOURS OF WORK: Must be available weekdays, weekends, evenings & holidays.
Will be 5 days a week approximately 7.75 hours per day. Days can Vary.

OPENING DATE: April 16, 2018

CLOSING DATE: April 23, 2018

APPLY TO: TELUS World of Science – Edmonton
1121 - 142 Street NW, Edmonton, AB T5M 4A1
Attention: Human Resources
Or e-mail hr@twose.ca

LAT 53° 33' 40" N LON 113° 33' 50" W