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📍 11211 142 STREET NW
EDMONTON, AB T5M 4A1

☎ 780-452-9100

POSTING NO.: ESSF 1478

AFFILIATION: CSU 52

Employment Opportunity
GUEST SERVICE REPRESENTATIVE – BOX OFFICE
Temporary Part Time (until February 17, 2020)
Up to 3 positions

WHO WE ARE:

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.

THE OPPORTUNITY:

Join our talented Guest Services team in creating an exceptional first impression and delivering high quality customer service at our Box Office. As a Guest Service Representative, you will field a wide variety of inquiries about our facility and programs to diverse members of the public.

Under the direction of the Manager, Guest Experience and/or House Manager and through the TELUS World of Science – Edmonton Guest Services area, the Guest Service Representative has primary responsibility to ensure visitors receive program information and obtain proper admissions.

This individual demonstrates exceptional customer service skills, patience, accuracy and communications skills. The incumbent will perform their duties with little/minimal supervision.

DUTIES:

- Sales Transactions - Responsibilities include initiation and completion of all sales transactions. This includes greeting all guests, suggestive selling, order coordination, ticket printing, cash or credit transactions, providing information and possible visit scenarios “plan a visit” and thanking guest.
- Cash Handling - Processing all transactions as they occur, always using the correct cash handling procedures. Ensuring that all transactions are processed quickly and accurately. Float is balanced to zero at the completion of all shifts.
- Guest Enquiries - Understanding the major aspects of the facility in order to answer “basic” guest questions; referring more difficult questions to the House Manager for handling.
- Housekeeping - Ensuring work area is clean and neat at all times. This includes the equipment, counters, floors, windows, displays, etc.
- Re-stocking - Ensuring all display, rack cards, brochures, ticket stock and other supplies are well stocked at all times. Advising the House Manager when products are running

LAT 53° 33' 40" N LON 113° 33' 50" W

low to ensure supplies are re-ordered before being depleted.

- Guest Handling - Assisting the House Manager in directing or controlling guests in an emergency situation. Understanding and following all emergency procedures as outlined in the Employee Handbook.
- Other duties as required

QUALIFICATIONS:

Knowledge and Abilities:

- Excellent customer service, communication, and interpersonal skills.
- Initiative.
- Excellent accuracy and cash handling skills.
- Excellent problem solving skills.
- Patience.
- Excellent computer skills.
- Ability to deal effectively with members of the general public.

Education and Experience:

- Previous cash handling experience.
- High school diploma or currently attending high school.
- Customer service experience.
- Must provide proof of valid ProServe if selected as successful candidate.

Note: A Security Clearance Check including the vulnerable sector 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.

SALARY: \$15.73 - \$19.51 per hour as per 2019 Collective Agreement PT110.

HOURS OF WORK: 16-24 hours per week. Must be available weekdays, evenings, weekends and holidays.

OPENING DATE: September 20, 2019

CLOSING DATE: September 27, 2019

APPLY TO: hr@twose.ca

We thank all applicants and advise that only those selected for an interview will be contacted. Please include availability in accompanying cover letter.