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📍 11211 142 STREET NW
EDMONTON, AB T5M 4A1

☎ 780-452-9100

POSTING NO.: ESSF 1522

AFFILIATION: CSU52

The Edmonton Space & Science Foundation House Manager Part-Time

The TELUS World of Science – Edmonton’s (TWOSE) mission is to: Ignite curiosity. Inspire discovery. Celebrate science. Change lives. Located in Treaty Six Territory, we are the destination to engage Albertans’ hearts and minds in science.

TWOSE is committed to diversity, equity, and inclusion. We encourage Indigenous peoples, persons living with disability, sexual and gender minorities, women and members of all minority groups to apply. All qualified candidates are encouraged to apply.

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 AND 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.

LAT 53° 33' 40" N LON 113° 33' 50" W



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- 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:

- Completion of a high school diploma.
- 1-2 years of employee/volunteer management experience would be beneficial.
- ProServe certification required.

Note: A clean Police Information 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.

Wages: PT210: \$21.50 to \$26.66 per hour based on 2017-2022 Collective Agreement.

Hours of work: 5-20 hours per work based on operational need. Must be available evenings and weekends.

Opening Date: July 12, 2021

Closing Date: July 19, 2021

How to Apply: 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.

LAT 53° 33' 40" N LON 113° 33' 50" W