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POSTING NO.: ESSF 1523

AFFILIATION: CSU52

**The Edmonton Space & Science Foundation
Guest Service Representative – Box Office
Part-Time (up to 4 positions)**

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:

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 AND RESPONSIBILITIES:

- 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.

LAT 53° 33' 40" N LON 113° 33' 50" W

- 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 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 and patience.
- Excellent problem solving skills.
- Excellent computer skills.
- Ability to deal effectively with members of the general public.

Education:

- Previous customers service and cash handling experience is considered an asset.
- High school diploma or currently attending high school.

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: PT120: \$16.37 to \$20.30 per hour based on 2017-2022 Collective Agreement.

Hours of work: 5-20 hours per week based on operational need. Must be available Wednesday through Sunday, day time shifts as well as evenings.

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.