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• 11211 142 STREET NW EDMONTON, AB T5M 4A1

C 780-452-9100

POSTING NO.: ESSF 1720 AFFILIATION: CSU52

The Edmonton Space & Science Foundation IMAX Theatre Attendant Temporary Part Time (April 22, 2024 To September 2, 2024)

Join TELUS World of Science – Edmonton (TWOSE) as we embark on our 40^{th} trip around the sun! Situated in the heart of amiskwacîwâskahikan $\forall \Gamma^{n}b^{t}\dot{\prec}^{i}b^{t}\Delta b^{2}$ in Treaty Six Territory and the Métis Homeland, we are the destination to engage Albertans' hearts and minds in science, with a mission to ignite curiosity, inspire discovery, celebrate science, and change lives.

We take pride in building a culture that is diverse, equitable, and inclusive. Science is for everyone, and the Science Centre team is as diverse as our guests. We encourage Black, Indigenous, and racialized peoples, persons living with disability and neurodiversity, women, sexual and gender minorities, and members of all minority groups to apply.

Be part of an organization that values diverse perspectives, identities, abilities, and expressions. From cosmic discoveries through telescopes to 'Aha!' moments under microscopes, join the Science Centre as we celebrate the endless possibilities of science for the next 40 years!

POSITION SUMMARY:

Under the supervision of the Manager, Giant Screen Theatre and through the TELUS World of Science - Edmonton the Theatre Attendant has primary responsibility to ensure each and every guest receives an exceptional and positive experience. This individual will demonstrate outstanding customer service, patience, accuracy and communications skills. The incumbent will be expected to perform their duties with little/minimal supervision.

DUTIES AND RESPONSIBILITIES:

TELUS WORLD

The Theatre Attendant reports to the Manager, Giant Screen Theatre. The Theatre Attendant will perform the following:

- Responsible for providing the ultimate customer service experience the moment the guest enters to the moment they leave.
- 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.
- Responsible for validating and scanning tickets for admittance.
- Housekeeping Ensuring work area is clean and neat at all times. This includes the equipment, chairs, floors, stairs, displays, etc. This also includes assisting with auditorium cleaning after each performance.

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- Periodically check auditorium for guest comfort and performance quality as well as monitor exits for security purposes.
- Assistant the Purple Pear Restaurant in day to day operations, this can include cash handling, food preparation and cleaning as required.
- Maintain and monitor glasses and equipment as per organization standards.
- 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.
- Monitor the requirement for wheelchair spaces and prepare area when required.
- Other duties as required.

QUALIFICATIONS:

Knowledge and Abilities:

- Outstanding customer services skills
- Excellent communication skills
- Initiative
- Team-orientated
- Exceptional problem solving skills
- Great cash handling skills

Education and Experience:

- High school diploma
- Prior experience in a related field is desirable
- Customer service experience is an asset

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: Wages: \$17.24-\$21.25 per hour based on 2023-2024 Collective Agreement (PT120).

Hours of Work: 15 - 25 hours per week. Must be available weekdays, evenings and weekends.

Opening Date: April 5, 2024 Closing Date: April 12, 2024

How to Apply: <u>hr@twose.ca</u>

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