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• 11211 142 STREET NW EDMONTON, AB T5M 4A1

C 780-452-9100

POSTING NO.: ESSF 1744 AFFILIATION: CSU52

The Edmonton Space & Science Foundation Bookings and Rentals Facilitator (Temporary Full Time, up to 12 months)

Join TELUS World of Science – Edmonton (TWOSE) as we embark on our 40^{th} trip around the sun! Situated in the heart of amiskwacîwâskahikan $\langle \Gamma^{n}b \cdot \dot{\neg} \dot{\neg} b^{n} \Delta b^{2}$ 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:

The Bookings and Rentals Facilitator reports to and works under the direction of the Manager of Special Events & Facility Rentals. They coordinate with other positions in the Guest Experience department to provide exceptional guest experiences to TWOSE guests across various platforms, including phone, email, and in-person interactions. The primary responsibility of the Bookings and Rentals Facilitator is to ensure that all external and internal rentals for individuals and groups are booked in compliance with the organization's policies.

Responsibilities include ensuring patrons receive program information, obtain proper admissions, and provide support and follow-up to ensure the organization's and the patron's requirements are met. The incumbent must be familiar with all policies, procedures, systems and facilities applicable to programs, admissions and rentals offered to individual and group visitors. This individual must demonstrate exceptional customer service, patience, communication and organizational skills and will perform duties with minimal supervision.

DUTIES AND RESPONSIBILITIES:

In conjunction with the Manager, Special Events & Facility Rentals, House Manager on duty, other Bookings and Rentals Facilitators and Guest Service Representatives, the incumbent will:

• Provide information and communicate with prospective patrons regarding programs, special events and facility rentals. Communication may occur via telephone, e-mail and in person meetings (including touring facility).



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- Prepare and maintain accurate records and process to completion transactions for group and individual bookings related to public and school programs, rentals, birthday parties, sleepovers, courses, memberships, special events and other offerings (ie. Be a Star, gift cards etc), within the prescribed timelines and as per booking procedures.
- Process all invoices, cash and/or credit transactions and prepare deposits as required.
- Contact all groups to verify and confirm information and requirements within the prescribed time line and as per booking procedures.
- Contact third parties for additional resources for rentals as required.
- Prepare all correspondence on facility rentals including finalizing contract requirements within the prescribed time lines.
- Ensure appropriate deposits are received prior to all events as per policy.
- Inform appropriate internal departments, within the prescribed timelines, to enable scheduling of special staff/equipment required for bookings (internal or external). Information includes appropriate set-up/take-down times and event requirements.
- Responsible to follow up to ensure proper equipment, food services, setup and take down occur for all internal or external rental events.
- Event coordination, problem solving and when directed, acts as the on-site contact at the beginning of events to ensure that all set up and client requirements are met.
- Responsible for follow-up calls to rental clients after each event within the prescribed time line and ensure evaluations are completed and distributed as directed.
- Maintain a clean and well-stocked work environment.
- Perform related duties as required.

QUALIFICATIONS:

Knowledge and Abilities:

- Effective oral and written communication skills.
- Ability to deal courteously, professionally and with full knowledge of the organizations' offerings.
- Knowledge of Microsoft Office Suite
- Demonstrated knowledge of ATMS or POS software
- Excellent guest experience abilities.
- Strong organizational skills to arrange events.
- Must be self-motivated and have a proactive approach.
- Excellent accuracy and cash-handling skills.
- Excellent problem-solving skills.
- Demonstrated patience.
- Ability to maintain records both electronically and manually.
- Ability to work independently and as a team member.



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Education:

- High school diploma supplemented by business, accounting and computer courses.
- Minimum of two years' previous experience in event bookings, advance sales, or an equivalent combination of education and experience.

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: \$43,972.50,- \$54,795.00 annually, based on 2023-2024 Collective Agreement (FT130).

Hours of Work: 75 hours biweekly, with regular weekly shifts from Tuesday – Saturday. Flexibility in scheduling required, with the ability to work evenings and weekends as per operational needs.

Opening Date: November 12, 2024 **Closing Date:** November 19, 2024

How to Apply: hr@twose.ca

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.