



- Monitoring staffing levels across the facility and ensuring they are fiscally responsible and appropriate for the delivery of a high-quality science experience. Adjusting staffing levels as needed and in compliance with the Collective Agreement.

### **Ensure safe and effective daily science centre operations**

- Carrying out the start-up and shutdown of the facility, ensuring the security of the building, arming and disarming the facility security system, and controlling access of guests to the facility.
- Maintaining the facility's cash float, providing direction to Guest Service Representatives in daily cash handling duties, preparing and verifying daily deposits, completing and verifying overage/underage reports.
- Responding to emergency situations and customer service issues that emerge with diplomacy and finesse to ensure a satisfactory outcome for all parties. Directing other team members as appropriate to effectively resolve these and other situations during their shift.
- Assisting in the execution of promotional events, rentals, bookings, and tours.
- Receiving calls and responding to inquiries such as hours of operation, fees, and programs. Ensuring adequate supply of information brochures, etc.
- With the support of the Custodial, Building Maintenance, and Exhibit teams, ensuring that the public areas of the science centre are maintained in a safe, clean, and appealing state at all times. Performing minor janitorial and maintenance duties as needed.
- Maintaining routine records and performing clerical tasks relevant to assigned duties.
- Other duties as assigned/required.

### **QUALIFICATIONS:**

#### Knowledge and Abilities:

- Confidence to address complex and/or challenging situations head on. Must thrive in a fast-paced environment with the ability to manage multiple tasks, prioritize work, and exercise initiative to ensure high quality of service.
- Strong interpersonal and guest relations communication skills within one-on-one situations and group settings. Able to develop trust and build effective relationships at all levels.
- Ability to maintain a calm exterior during periods of high volume or high stress.
- Sound analytical thinking, decision making, planning, prioritization, and execution skills.
- Ability to learn and become adept at using and troubleshooting various software programs

#### Education and Experience:

- Completion of a High School Diploma.



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- Demonstrated cash handling and supervisory experience, preferably in a high guest volume location.
- Prior experience with ATMS is an asset but not required.
- ProServe certification required.
- Current Standard First Aid certification Level C with CPR and AED 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:** \$22.48-\$27.76 based on 2023-2024 Collective Agreement (PT210).

**Hours of Work:** 6 - 24 hours per week based on operational need. Primarily weekends, in addition to some weekdays, evenings, and holiday shifts. Availability for at least one weekend evening shift (Saturday and/or Sunday) is essential.

**Opening Date:** November 28, 2024

**Closing Date:** December 5, 2024

**How to Apply:** [hr@twose.ca](mailto:hr@twose.ca)

**Please include resume and cover letter (including ongoing weekly availability) in one document. We thank all applicants and advise that only those selected for an interview will be contacted.**

LAT 53° 33' 40" N LON 113° 33' 50" W