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POSTING NO.: ESSF 1745 AFFILIATION: CSU52

# The Edmonton Space & Science Foundation House Manager Part Time (Up to 2 Positions)

Join TELUS World of Science – Edmonton (TWOSE) as we embark on our  $40^{th}$  trip around the sun! Situated in the heart of amiskwacîwâskahikan  $\sqrt[4]{r^6} \cdot \sqrt[4]{r^6} \cdot \sqrt[4]$ 

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:**

Reporting to the Manager, Guest Experience, the House Manager plays a key leadership role in daily science centre operations with the goal of ensuring a safe and exceptional experience for all guests and team members.

The House Manager is responsible for becoming familiar with all aspects of the facility and serving as a facility-wide supervisor who supports teams in the absence of their department managers and finds solutions to emergency situations and guest experience concerns that may arise during their shift. House Managers work independently with minimal direct supervision; however, work is reviewed by a supervisor for compliance.

## **DUTIES AND RESPONSIBILITIES:**

Under the direction of the Manager, Guest Experience, the successful candidate will:

## Inspire positivity and service excellence across the facility

- Demonstrating outstanding leadership and serving as a role model for paid and volunteer team members. Supporting the organization's commitment to service excellence by providing guest experience coaching and support to individual team members as needed.
- Providing cross-departmental support to team members and making operational decisions in the absence of department managers and/or supervisors.



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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

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.