

- 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.
- 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:

- Valid Proserve certificate is an asset
- Previous customer 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: \$17.24-\$21.25 per hour based on 2023-2024 Collective Agreement with Civic Service Union 52 (PT120).

Hours of Work: 5 to 12 hours per week based on operational need. Must be available on weekends (daytime and evening) as well as weeknights as required.



✉ WWW.TWOSE.CA

📍 11211 142 STREET NW
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☎ 780-452-9100

Opening Date: February 6, 2025

Closing Date: February 12, 2025

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.

LAT 53° 33' 40" N LON 113° 33' 50" W