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Q 11211 142 STREET NW EDMONTON, AB T5M 4A1

780-452-9100

Posting: ESSF 1760 Affiliation: CSU 52

The Edmonton Space & Science Foundation Guest Service Representative – Box Office Part-Time Up to 3 positions

Located in the heart of amiskwacîwâskahikan
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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 team as we work towards our vision of becoming the trusted hub of science engagement, pushing boundaries and igniting curiosity.

POSITION SUMMARY:

Join our talented Guest Services team in creating an exceptional first impression and delivering high quality customer service at our Box Office!

Under the direction of the Manager, Guest Experience and/or House Manager and through the TELUS World of Science – Edmonton Guest Services area, your primary responsibility will be to ensure guests receive program information and obtain proper admissions to the Science Centre. Duties are performed with little/minimal supervision.

The ideal candidate will demonstrate exceptional customer service skills, patience, accuracy and effective communication skills.

DUTIES AND RESPONSIBILITIES:

 Sales Transactions - Responsibilities include initiation and completion of all sales transactions. This includes greeting all guests, suggestive selling, order coordination, ticket printing, cash or credit transactions, providing information and possible visit scenarios, and thanking guests.



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- 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.



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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.