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POSTING NO.: ESSF 1768 AFFILIATION: CSU52

The Edmonton Space & Science Foundation Guest Service Representative – Gift Shop Part Time Up to 2 Positions

Located in the heart of amiskwacîwâskahikan $\sqrt{\Gamma^0 b} \dot{\cap} \sqrt{\Delta^i D^0} \Delta b^0$ in Treaty Six Territory and the Métis Homeland, at TELUS World of Science – Edmonton (TWOSE) we are a catalyst for lifelong learning, creating a community of curious minds through immersive experiences and connections with the wonders of science.

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:

Edmonton's most unique gift shop is hiring! Join our talented Gift Shop team in creating an exceptional first impression and delivering high quality customer service in our Galaxy Gift Shop. As a Guest Service Representative in this fun, fascinating, and fast-paced sales environment, you will assist our guests in finding one-of-a-kind gifts and souvenirs to complete their TELUS World of Science – Edmonton experience, help merchandise the store for maximum visual appeal, and process sales transactions in a friendly and accurate manner.

Under the direction of the Manager, Retail, the Guest Service Representative will ensure that our guests receive an excellent and attentive retail experience that encourages them to return again and again. This individual demonstrates exceptional customer service skills, patience, accuracy and communications skills. The incumbent will perform their duties with little/minimal supervision.

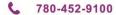
DUTIES AND RESPONSIBILITIES:

 Sales Transactions - Responsibilities include initiation and completion of all sales transactions. This includes greeting all guests, suggestive selling, and cash or credit transactions.









- 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 Responding to product and facility questions; referring more difficult questions to the Retail Manager or House Manager for handling.
- Housekeeping Ensuring work area is clean and neat at all times. This includes the
 equipment, counters, floors, windows, displays, etc.
- Merchandising /Re-stocking Ensuring all display, rack cards, brochures, ticket stock and other supplies are well stocked at all times.
- Inventory Control Assist Retail Manager with inventory control and order placement of product. Receiving and pricing stock.
- · Other duties as required.

QUALIFICATIONS:

Knowledge and Abilities:

- Excellent customer service, communication, and interpersonal skills.
- Excellent problem-solving skills.
- Excellent computer skills.
- Ability to deal effectively with members of the general public.
- Astronomy/telescope knowledge an asset.

Education and Experience:

- Previous customer service, retail, or 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 the 2023-2024 Collective Agreement (PT120).

Hours of Work: 5-20 hours per week, depending on operational need. Full weekend availability is imperative- Fridays, Saturdays, and Sundays from 9:00am – 10:00pm – is essential. Flexibility for holidays, weekdays and evenings is an asset.

Opening Date: March 13, 2025 Closing Date: March 20, 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.