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POSTING NO.: ESSF 1790

AFFILIATION: CSU52

# The Edmonton Space & Science Foundation IMAX Theatre Attendant Part Time (up to 2 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:**

Under the supervision of the Senior Manager, Guest Experience, Operations, and through the TELUS World of Science—Edmonton, the Theatre Attendant has primary responsibility to ensure each guest receives an exceptional and positive experience. This individual will demonstrate outstanding customer service, patience, accuracy, and communication skills. The incumbent will be expected to perform their duties with little/minimal supervision.

### **DUTIES AND RESPONSIBILITIES:**

The Theatre Attendant reports to the Senior Manager, Guest Experience, Operations. The Theatre Attendant will perform the following:

- Responsible for providing the ultimate guest service experience the moment the guest enters to the moment they leave.
- 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.
- Responsible for validating and scanning tickets for admittance.
- Housekeeping Ensuring work area is clean and neat at all times. This includes the
  equipment, chairs, floors, stairs, displays, etc. This also includes assisting with
  auditorium cleaning after each performance.







- Periodically check auditorium for guest comfort and performance quality as well as monitor exits for security purposes.
- Assist the Purple Pear Restaurant and Box Office in day-to-day operations. This can include cash handling, food preparation, handling entrance tickets, and cleaning as required.
- Maintain and monitor glasses and equipment as per organization standards.
- Guest Handling—Assist the House Manager in directing or controlling guests in an emergency situation. Understand and follow all emergency procedures as outlined in the Team Purple Handbook.
- Monitor the requirement for wheelchair spaces and prepare the area when required.
- Other duties as required.

# **QUALIFICATIONS:**

## Knowledge and Abilities:

- Strong customer service skills
- Excellent verbal and written communication
- Proactive and self-motivated
- Collaborative and team-oriented
- Exceptional problem-solving abilities
- Accurate and reliable cash-handling skills

## **Education and Experience:**

- High school diploma
- Prior experience in a related field is desirable
- Customer service experience is an asset

**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 candidate's financial responsibility.

Wages are \$17.24-\$21.25 per hour, based on the 2023-2024 Collective Agreement (PT120).

**Hours of Work:** 7.5-21 hours per week. Must be available weekdays, evenings and weekends.

**Opening Date:** September 11, 2025 **Closing Date:** September 18,2025

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.