

LAT 53° 33' 40" N LON 113° 33' 50" W

- Providing cross-departmental support to team members and making operational decisions in the absence of department managers and/or supervisors.
- 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.



✉ WWW.TWOSE.CA

📍 11211 142 STREET NW
EDMONTON, AB T5M 4A1

☎ 780-452-9100

- 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: Up to 20 hours per week, based on operational need. We are looking for a mix of daytime, evening and weekend availability.

****Availability for at least one weekend shift (Sunday) is required***

Opening Date: October 22, 2025

Closing Date: October 29, 2025

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.

LAT 53° 33' 40" N LON 113° 33' 50" W