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Q 11211 142 STREET NW EDMONTON, AB T5M 4A1

780-452-9100

POSTING NO.: ESSF 1798 AFFILIATION: CSU52

# The Edmonton Space & Science Foundation Bookings Facilitator (Full Time)

Located in the heart of amiskwacîwâskahikan ⊲ Γ^Ь ∱ Վ ¬Ь "△ Ь ¬ 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:**

The Bookings Facilitator reports to and works under the direction of the Manager of Group Services and Experience. They coordinate with other positions in the Guest Experience department to provide exceptional guest experiences to Science Center guests across various platforms, including phone, email, and in-person interactions. The primary responsibility of the Bookings Facilitator is to ensure that all external and internal bookings for individuals and groups are booked in compliance with the organization's policies.

Responsibilities include ensuring patrons receive program information, obtaining proper admissions, and providing support and follow-up to ensure the organization's and the patron's requirements are met. The incumbent must be familiar with all policies, procedures, systems, and facilities applicable to programs, admissions, and packages offered to individual and group visitors. This individual must demonstrate exceptional customer service, patience, communication and organizational skills and will perform duties with minimal supervision.

## **DUTIES AND RESPONSIBILITIES:**

In conjunction with the Manager, Group Services and Experience, House Manager on duty, other Bookings and Rentals Facilitators, and Guest Service Representatives, the incumbent will:

 Provide information and communicate with prospective patrons regarding programs and special events. Communication may occur via telephone, e-mail and in person meetings (including touring facility).





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- Prepare and maintain accurate records and process to completion transactions for group and individual bookings related to public and school programs, rentals, birthday parties, sleepovers, courses, memberships, special events and other offerings (eg.gift cards), within the prescribed timelines and as per booking procedures.
- Process all invoices, cash and/or credit transactions as required.
- Contact all groups to verify and confirm information and requirements within the prescribed time line and as per booking procedures.
- Ensure appropriate payments are received prior to all bookings & events as per policy.
- Inform appropriate internal departments, within the prescribed timelines, to enable scheduling of special staff/equipment required for bookings (internal or external).
  Information includes appropriate set-up/take-down times and event requirements.
- Event coordination, problem solving and when directed, acts as the on-site contact at the beginning of events to ensure that all set up and client requirements are met.
- Maintain a clean and well-stocked work environment.
- Perform related duties as required.

#### **QUALIFICATIONS:**

# Knowledge and Abilities:

- Highly skilled communicator with strong customer service abilities and a thorough understanding of organizational offerings.
- Brings solid experience with Microsoft Office, ATMS/POS systems, and both electronic and manual record management.
- Demonstrates excellent accuracy, cash-handling, and problem-solving skills, along with strong organizational abilities for coordinating events.
- A self-motivated, proactive team player who can work independently, provide exceptional guest experiences, and approach situations with patience and professionalism.

#### Education:

- High school diploma supplemented by business, accounting Micorsoft 365 courses
- Minimum of two years' previous experience in event bookings, advance sales, or an equivalent combination of education and experience.

**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: \$44,412.23- \$55,342.95 annually, based on 2524- 2028 Collective Agreement

**Hours of Work:** 75 hours biweekly. Flexibility in scheduling required, with the ability to work evenings and weekends as per operational needs.



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**Opening Date:** November 25, 2025 **Closing Date:** December 2, 2025

How to Apply: <a href="mailto:hr@twose.ca">hr@twose.ca</a>

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.