

<b>Anticipated start date:</b>	As soon as possible
<b>Terms of employment:</b>	On Call
<b>Annual salary:</b>	\$11.35/hour
<b>Hours of work:</b>	Varies – Daytime, evening and weekend shifts as required
<b>Application deadline:</b>	Ongoing until suitable candidates are selected
<b>Number of positions:</b>	2-4

The Exploration Place is seeking **enthusiastic, outgoing, motivated and energetic individuals with a passion for customer service to join our team.** As an ambassador between our organization and our clients, the Event and Front of House staff must present a cheerful and professional attitude. With experience providing excellent customer service staff, ability to work in a fast paced environment and understanding of event management, Event and Retail Assistants work directly with clients and are responsible for contributing to a positive and welcoming environment with a focus on service excellence.

### **Hours:**

This is an on-call position where hours can vary to cover daytime, evening and weekend events with the potential to assist with coverage for vacations and illness. Shifts can be up to 8.5 hours, with a 30 minute unpaid lunch break.

### **Primary Duties:**

#### Patron Management & Safety:

- Ensure safety of patrons including leading emergency evacuations
- Address patron questions and concerns
- Resolve conflict as necessary and report any client feedback or concerns
- Lead emergency, lock down and blackout procedures
- Administer First Aid as necessary

#### Event Management:

- Remain onsite during the event
- Uphold The Exploration Place policy and procedures
- Liaise with security provider when necessary
- Field client concerns or complaints
- Track attendance numbers
- Ensure that set up is completed to the satisfaction of the client
- During the event maintain the cleanliness of the atrium, gift shop, atrium bathroom and galleries (if applicable).
- Assist in the set up and take down of the event including food and drink service where required

#### Front Desk:

- Cash handling, balancing float and sale reconciliation as required (including merchandise, food, drink, etc.)
- Accurately collect fees owing from facility rentals

- ❑ Provide a written report for each event including notes about client comments/concerns, number of attendees, overall notes or concerns about how the event went and any problem solving required.

### **Secondary Duties:**

- ❑ Operate a switchboard of 4 lines; answer the telephone and deal with queries from the public and customers in a positive and friendly manner
- ❑ For events involving alcohol service, ensure patrons have information on leaving the event in a safe and appropriate manner
- ❑ Assist in other departments as necessary

### **Qualifications:**

- ❑ Conduct self in a friendly and professional manner with visitors and other employees:
- ❑ Demonstrate integrity by maintaining professional relationships internally and externally.
- ❑ Interact, cooperate and collaborate with all employees, clients and contractors in a positive, respectful fashion that fosters trust.
- ❑ Experience working in the customer service/hospitality industry providing high quality customer service.
- ❑ Experience in retail customer service and/or event role.
- ❑ Ability to remain calm under pressure.
- ❑ Thrives in a fast past environment.
- ❑ Completion of secondary school.
- ❑ Excellent written and verbal communication skills.

### **Desirable Qualifications:**

- ❑ Serving It Right
- ❑ Level 1 First Aid
- ❑ Food Safe Certification

### **Job Requirements:**

- ❑ Must be 19 years or older
- ❑ Must be bondable and be willing to submit to, and pass, a criminal record check.
- ❑ Ability to do basic event set-up/tear-down, carrying 50+ lbs as required
- ❑ Ability to climb stairs and stand for long periods

**No phone calls please.** Only applicants chosen for an interview will be contacted.

Please email, fax, or drop off a resume and cover letter to:

Pearl Loerke  
Development Officer  
The Exploration Place  
P.O. Box 1779 (for mail)  
333 Becott Place (physical address)  
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