

JOB POSTING

Gallery Interpreter
(On Call)

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| Anticipated start date: | Summer 2017 |
| Terms of employment: | Part-time casual |
| Wage: | \$10.85/hour |
| Hours of work: | On Call day for evening, weekday and weekend shifts |
| Application deadline: | open |

The Exploration Place is seeking an **enthusiastic, outgoing, motivated and energetic people to fill the positions of casual Gallery Interpreter**, greeting visitors and maintaining a positive atmosphere to enhance the visitor's experience at The Exploration Place. As a Gallery Interpreter, you are always on your feet interacting with the public in a fun, friendly and professional manner. You are the face of our organization when you greet visitors as they enter our building, process their payments and/or membership cards, and introduce our visitors to heritage, science, technology, and natural history through interpretation of our artifacts, including our live critters, some of which are many-legged!

You also maintain cleanliness, safety, and equipment in the front desk, gift shop, galleries and exhibits, including cash and membership handling, as well as daily care of our wide variety of live critters. You assist Visitor Services and Teaching and Learning staff during various special events, facility rentals and outreach programs.

Hours & Benefits:

This is a casual part-time position that includes occasional weekday and evening and weekend shifts to cover special events, vacations, on-call and scheduled in advance. Flexibility will be a requirement for this position. A regular work day is between 4-8 hours, with a 30 minute unpaid lunch break for shifts over 5 hours.

Job Requirements:

Must be willing to submit to, and pass, a criminal record check.

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:

The Exploration Place
P.O. Box 1779
Prince George, BC V2L 4V7
Fax: 250.562.6395
Email: info@theexplorationplace.com

JOB POSTING

Fulltime Scoop Shop Server
(Summer only – On Call)

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| Anticipated start date: | Monday May 9 th 2016 |
| Terms of employment: | Fulltime Summer (May 9 th – Sep 5 th 2016) |
| Starting wage: | \$10.85/hour |
| Hours of work: | On Call Thursday-Monday 11:30am-8pm |
| Application deadline: | open |

Job Description:

The Exploration Place requires an energetic, motivated Scoop Shop Server responsible for providing consistently high-levels of customer service to all scoop shop customers. The Scoop Shop Server will provide prompt service, take accurate order and provide accurate ice cream cone service based on order, and maintain a strong working knowledge of all menu items and daily specials. The Scoop Shop Server will perform these customer service duties in a friendly and professional manner at all times, and ensure that the customers have an enjoyable experience. Other responsibilities include but are not limited to the proper use of cash register and peripherals, removal and cleaning of used dishes utensils, other cleaning duties, and compliance with all policies and procedures.

Job Duties:

- Take ice cream orders from customers and ensure that these orders are carried out accurately (i.e. correct ice cream cones are made based on the order).
- Maintain familiarity with the composition of all menu items, including when new ice cream flavours arrive.
- Serve food and beverages in accordance with company standards, but above all in a professional, courteous manner.
- Clean designated areas, in accordance with company procedures, including opening and closing routines and following hygiene requirements.
- Ensure that customers are correctly charged, present the bill and take payment from the customer, in accordance with the procedures of the establishment.
- At all times to be aware of and practise good customer service, assisting the guest in any way which does not adversely affect other customers.
- Attend to customer complaints satisfactorily.
- Take part in any fire or evacuation drills and ensure complete familiarization with all exits, including those normally used by customers, as well as fire escapes.
- Be continually aware of and maintain the highest standards of personal hygiene and dress.
- Attend meetings and training courses as required.
- Any other duties as assigned.

Requirements:

- Strong customer service experience.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Able to effectively communicate both verbally and in writing.
- Able to work well under pressure.
- Strong attention to detail.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Professional appearance and manners.
- Strong work ethic and positive team attitude.

Working Conditions:

- Manual dexterity required to use cash register and peripherals.
- Must be able to stand for 8 hours without sitting (except during 30 minute meal break).
- Overtime as required.
- Lifting or moving up to 20lbs may be required.

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

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