

Anticipated start date:	August 21, 2017
Terms of employment:	Fulltime Permanent
Hourly wage:	\$11.35/hour
Hours of work:	Monday-Friday, 8.5 hours daily <i>(some evening and weekend work during special events)</i>
Application deadline:	August 5, 2017
Number of positions:	One

The Exploration Place is seeking an **enthusiastic, outgoing, motivated and energetic person to fill the position of Visitor Services Assistant**. As the first point of contact between our organization and visitors, the Visitor Services Assistant must present a positive, cheerful and professional attitude. With experience providing excellent customer service and high quality retail management, the Visitor Services Assistant works directly with all visitors to and members of the Exploration Place. As the Visitor Services Assistant, you will be responsible for contributing to a positive and welcoming environment for all visitors with a focus on service excellence, ensuring all visitors are equipped with the necessary information to maximize their experience.

Hours and Benefits:

Regular hours are Monday through Friday between the hours of 8:00am until 6:00pm with some evening and weekend hours as required for events. A regular work day is 8 hours, with a 30 minute unpaid lunch break. After a 3-month probationary period, benefits include: 2 weeks of vacation accrual, full extended health and dental benefits, staff discount in our gift shop and Exploration Place annual membership. Childcare services are also available.

Responsibilities:

- Greet visitors entering the Museum
- Operate a switchboard of 4 lines; answer the telephone and deal with queries from the public and customers in a positive and friendly manner
- Book birthday parties and takes deposits and payments
- Keep track of statistics on the membership database
- Assist with retail management of gift shop and food services including:
 - Stock and “dress” all gift shop merchandise and food services
 - Maintain accurate stock inventory
- Liaise with all courier companies for Museum shipping.
- Operate cash register and Moneris machine to accurately collect fees from visitors; conduct a beginning and end of shift cash count
- Responsible for monitoring and maintaining the membership database and issuing membership cards to new and renewing members.
- Maintain the cleaning schedule and cleanliness of the gift shop, Atrium and public bathrooms.
- 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 in a positive, respectful fashion that fosters trust.
- Assist with special events and facility rentals, including setup and take down
- Actively participate in team meetings.

Desirable Qualifications:

- ❑ Experience in retail customer service and/or retail management.
- ❑ Experience working in the customer service/hospitality industry providing high quality customer service.
- ❑ Excellent written and verbal communication skills.
- ❑ Listening and interpersonal skills
- ❑ Cash handling experience
- ❑ Effective conflict management and decision making
- ❑ Professional attitude

Job Requirements:

- ❑ Must be bondable and be willing to submit to, and pass, a criminal record check.
 - ❑ Proficient in Microsoft Office Suite.
 - ❑ Must have completed secondary school.
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No phone calls please. Only applicants chosen for an interview will be contacted.

Please email a resume
and cover letter to:

Attn: Pearl Loerke, Development Officer
The Exploration Place
P.O. Box 1779 (for mail) OR 333 Becott Place (physical address)
Prince George, BC V2L 4V7
Email: pearl.loerke@theexplorationplace.com