

Anticipated start date:	Thursday April 26, 2018
Terms of employment:	Fulltime Seasonal (April 26, 2018 – September 3, 2017)
Starting wage:	\$14.77/hour
Hours of work:	Thursday-Monday 11:30am-8:30pm <ul style="list-style-type: none"> - Applicants must be willing to work weekends and stat holidays consistently. - A regular work day is up to 8 hours (weather dependant), with a 30 min unpaid lunch break for shifts over 5 hours.
Application deadline:	April 15, 2018
Number of positions:	1

Job Description:

The Exploration Place requires an energetic, motivated Station Master responsible for the summer operations of the Fort George Railways Station, providing consistently high-levels of customer service to all scoop shop and train visitors. This position requires someone who can be a team leader and exhibit exceptional customer service skills. They are responsible for ensuring accurate and professional service for all ice cream scoop shop orders, gift shop merchandise and Little Prince ticket sales. The Station Master will supervise and be the team leader for Station Clerks/Servers, ensuring prompt service, and maintain a strong working knowledge of products, menu items and daily specials. The Station Master will oversee all inventory and stock for the station, including ordering of all required supplies for the daily operation of the station. 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:

- Supervise Station Clerks/Servers in a positive and motivational fashion; provide positive reinforcement and constructive criticism in a timely, respectful fashion.
- Fill safety-critical position of Conductor for the Little Prince Steam Engine when necessary.
- Ensure ice cream orders from customers are carried out accurately (i.e. correct ice cream cones are made based on the order).
- Maintain familiarity with the product and composition of all menu items, including when new ice cream flavours arrive.
- Ensure accurate POS (Point of Sale) transactions for sales including Ice Cream, Little Prince Tickets and the Fort George Railway station gift shop.
- Serve food and beverages in accordance with company standards, in a professional, courteous manner.
- Ensure store is visually appealing contributing to company standards through product presentation, replenishment, cleanliness and station displays.
- Clean designated areas, in accordance with company procedures and Northern Health standards, 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 procedures.
- Resolving customer issues effectively in a timely and positive manner.
- Take part in any fire or evacuation drills and ensure complete familiarization with all exits, including

those normally used by customers.

- 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.
- Assist in other departments to ensure all areas of The Exploration Place operate in a professional and effective manner.

Requirements:

- You must be willing to submit to, and pass, a criminal record check.
- Self-starter and uses good judgment in situations
- Cash handling and customer service experience
- Experience supervising others and be a team leader that contributes to the stores' success
- Strong customer service experience
- 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
- You are flexible and able to adapt to change on the go.
- You have no fear of creepy crawly critters, including (but not limited to!) spiders, snakes, reptiles and amphibians.

Certifications:

- Food Safe certification
- Level One First Aid

Working Conditions:

- Manual dexterity required to use cash register and peripherals
- Must be able to stand for long periods of time
- Overtime as required
- Lifting or moving up to 50lbs may be required

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

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

Lisa Connor
Operations & Online Marketing Manager
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