

JOB POSTING

Station Clerk/Server
(Summer only)

Anticipated start date:	Thursday April 26, 2018
Terms of employment:	Full-time & Part-time - Seasonal (April 26, 2018 – September 3, 2017)
Starting wage:	\$13.77/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:	March 14, 2018
Number of positions:	1-3

Job Description:

The Exploration Place is looking for energetic, motivated Station Clerks/Servers responsible for providing consistently high-levels of customer service to all Fort George Railway & Scoop Shop customers. This position required someone who can provide prompt service for ice cream scoop shop orders, train gift shop merchandise and Little Prince ticket sales in a friendly and professional manner at all times. The goal is to ensure that the customers have an enjoyable experience. Other responsibilities include, but are not limited to, the proper use of cash register and peripherals, ensure a clean and safe work environment and other duties as required.

Job Duties:

- Perform POS (Point of Sale) transactions for sales including Ice Cream, Little Prince Tickets and the Fort George Railway station gift shop.
- 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.
- 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, 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.
- 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.
- Cash handling and customer service experience
- Solid interpersonal skills that allow one to work effectively in a diverse working environment
- Be a team player and contribute to the stores' success
- 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:

Pearl Loerke
The Exploration Place
P.O. Box 1779
Prince George, BC V2L 4V7
Email: pearl.loerke@theexplorationplace.com