

Anticipated start date:	As soon as possible
Terms of employment:	Full Time Permanent
Hourly Rate:	\$14.00 - \$15.00 (commensurate with experience and qualifications)
Hours of work:	Monday-Friday, 8.5 hours daily (<i>evening and weekend work as required</i>)
Application deadline:	This position will remain posted until filled; Screening of applications will begin immediately.
Number of positions:	One
Reports to:	Operations & Online Marketing Manager

The Exploration Place is a charitable organization with a mission to provide learning opportunities that foster an understanding of significant past and current issues shaping our community by linking experiences within the Regional District of Fraser Fort George to the world in a unique, participatory Museum of regional history, science and technology.

What is exciting about this opportunity?

The Visitors Services Assistant is an opportunity to help contribute to our growing organization and support The Exploration Place day to day operations. Our team is passionate, dedicated and hardworking but we never forget to have fun. This is a position where you can interact with great people at work and in the community. This position is ideal for an energetic doer who has a passion for supporting the meaningful programs and services we offer and wants to be a part of a hard working team that makes a positive impact in our community.

Who are we looking for?

The Exploration Place is seeking an **enthusiastic, outgoing, motivated and energetic professional to join our team.** As the first point of contact between our organization and visitors, the Visitor Services Assistant is responsible for contributing to a positive, professional and welcoming environment for all visitors, ensuring all visitors are equipped with the necessary information to maximize their experience. Providing excellent customer service and quality retail management, the Visitor Services Assistant works directly with all visitors, members, and clients of the Exploration Place.

We are looking for someone who loves working with people. You can appreciate the value in multitasking! You are flexible, and can understand the importance of teamwork in the Exploration Place's daily operations. You feel confident in providing solution-focused approaches in your daily tasks and work as an engaged and collaborative team player. You are comfortable working with colleagues in different departments to meet our shared goals.

What are the hours and benefits?

This is a full time, permanent position typically working Monday to Friday, 8hrs/day. Some shifts will include evening, holidays and weekends when necessary. After a 3-month probationary period, we offer full time staff a competitive benefits package that includes; 2 weeks of vacation accrual, full extended health and dental benefits, staff discounts in our gift shop and The Exploration Place annual membership. Childcare services are also available.

What are the functions and responsibilities?

- Greet all visitors as they come through our front doors
- Strive to stay up to date with information regarding current activities, priorities, and events occurring in the facility and Lheidli T'enneh Memorial Park
- Operate a switchboard of 4 lines
- Respond to phone, in person and email inquiries with accurate and up to date information in regards to our programs, services and exhibits and transfer questions to the appropriate department when necessary
- Promote, sell and renew museum memberships which includes monitoring and maintaining the membership database

- ❑ Birthday party bookings and payment tracking
- ❑ Maintain facility cleanliness by cleaning and assisting in all front of house areas and all museum areas
- ❑ Assist with retail management of gift shop and food services including
- ❑ Processes admissions, program fees, membership fees, and various payments through a Point of Sale system; cash, debit, cheques and credit cards; conduct and balance a beginning and end of shift cash count
- ❑ Participate in staff meetings as required
- ❑ Assist with facility rentals, in the Fort George Railway Station and museum
- ❑ Other duties as required

What skills and capabilities do you bring?

- ❑ Accurately and swiftly handle sales transactions
- ❑ Friendly, professional, responsible and adaptable
- ❑ Be efficient, highly organized and pay attention to detail
- ❑ Interact, cooperate and collaborate with all employees in a positive, respectful fashion that fosters trust
- ❑ Must be physically able to safely handle, lift and move up to 50lbs and stand for long periods of time

What's the typical background we are looking for?

- ❑ Completion of Grade 12
- ❑ Proficient in Microsoft Office Suite
- ❑ Experience in retail customer service and/or retail
- ❑ Experience working in the customer service/hospitality industry providing high quality customer service
- ❑ Knowledge of retail stock management and control principles and procedures
- ❑ Excellent written and verbal communication skills
- ❑ Cash handling experience
- ❑ Effective conflict management and decision making
- ❑ Professional attitude
- ❑ Have the following certifications or be willing to obtain:
 - Level One First Aid
 - Serving it Right
 - Food Safe
- ❑ Strong ability to manage time efficiently and to think logically and methodically

**The Exploration Place thanks everyone for their interest in this opportunity.
Only applicants chosen for an interview will be contacted.**

- All offers are subject to satisfactory completion of reference and police criminal record checks -

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

Attn: Lisa Connor, Operations & Online Marketing Manager

The Exploration Place

P.O. Box 1779

Prince George, BC V2L 4V7

Email: lisa.connor@theexplorationplace.com