



# Visitor Services Assistant

---

<b>Anticipated start date:</b>	June 6, 2022
<b>Terms of employment:</b>	Full-time permanent
<b>Wage:</b>	\$15.65/hour
<b>Application deadline:</b>	May 9, 2022
<b>Number of positions:</b>	1

---

## About The Exploration Place:

As the largest museum and science centre outside of the lower mainland, The Exploration Place has taken a leadership role in the region and has offered quality programs and services for over two decades. 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. You will be joining a team of enthusiastic and passionate individuals whose goal is to work together for the success of all departments and have fun doing it! This position is ideal for a detail-oriented, energetic, creative person who has a passion for supporting the meaningful programs and services we offer and wants to be a part of a 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, 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 of 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 position with a Thursday-Monday work week. A regular workday is 8 hours, with a 30-minute unpaid lunch break. Statutory holidays (with days off in lieu), occasional extended hours, and evenings for events will also be required.

After a 3-month probationary period, benefits include:

- Extended health and dental benefits
- Vacation accrual of 2 weeks (80 hours) annually
- Sick leave of 10 days (80 hours) annually
- Annual Membership to The Exploration Place
- Staff discount in our gift shop
- Professional Development opportunities related to this position and the museum and science centre industry

## About the job:

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. As you operate our front desk and admissions, you will interact with great people at work and in the community.

Must present a friendly demeanour while interacting with visitors of all ages, cultures, and backgrounds. Must embrace and model outstanding customer service to all and be willing to provide solutions to whatever comes your way.

**The successful applicant will be responsible for the following:**

- 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
- Respond to visitor inquiries
- Promote, sell, and renew museum memberships which includes monitoring and maintaining the membership database
- Maintain cleanliness of the admissions area
- Processes admissions, 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 special events
- Representing the museum with the utmost integrity, exemplifying the core values and mission of our organization
- Other duties as assigned

**Knowledge, skills, and abilities we are looking for:**

- Canadian Citizenship or permanent resident status
- Willing to submit to a criminal record check
- Possess a minimum of Grade 12 Graduation Diploma, Dogwood, or equivalent
- Must be willing to present a BC Vaccine Card showing full COVID-19 vaccination and abide by all COVID-19 regulations. If, over time, Health Canada updates its definition of "fully vaccinated" (such as requiring "booster" vaccine doses), employees will be expected to comply to maintain fully vaccinated status
- Prior experience in a customer service role
- Accurately and swiftly handle sales transactions
- Friendly, professional, responsible, and adaptable
- Be efficient, highly organized and pay attention to detail
- Friendly, outgoing personality; excited to meet, engage, and assist visitors
- Ability to work independently and as part of a team
- The ability to work with diverse groups of people, including children
- Confident in addressing concerns from visitors and able to communicate verbally in a kind, professional manner
- Ability to handle stressful situations while working in a fast-paced, customer-orientated facility, in cooperation with other staff and departments
- Must possess strong interpersonal skills to deal tactfully and effectively with visitors
- Ability to work closely and communicate respectfully with The Exploration Place team at large
- Proficient in Office 365
- Excellent written and verbal communication skills
- Effective conflict management and decision-making
- Professional attitude
- Strong ability to manage time effectively and to think logically and methodically
- Must be comfortable with communication and collaboration tools such as Zoom and SLACK
- Must show flexibility when asked to perform other tasks as needed
- Must be dependable and committed to carrying out your responsibilities to the best of your ability
- Ability to work evenings, holidays, and weekends as scheduled

**The following will be considered an asset for this position:**

- Experience in retail customer service and/or retail
- Experience working in the customer service/hospitality industry, providing high-quality customer service
- Cash handling experience

**The Exploration Place is an equal opportunity employer.**

We do not discriminate against ability, ethnicity, gender identity, socioeconomic background, or sexual orientation. We strongly encourage applications from racialized individuals, under-represented communities, diverse backgrounds, identities, and experiences. We're looking for motivated, passionate people who can execute from the ground up. The Exploration Place is committed to providing our team members with safe, quality work experience, employability skills, and access to career development through professional development opportunities and mentoring. We use an in-depth, hands-on training program that allows our new employees to learn by doing, working closely with all departments and with our leadership team.

---

**All offers are subject to satisfactory completion of reference, police criminal record checks, and proof of COVID-19 vaccination.**

***Only successful applicants will be contacted. Please email your resume, cover letter, and three professional references to:***

Attn: Barb Laass, VP - Finance  
EMAIL: [barb.laass@theexplorationplace.com](mailto:barb.laass@theexplorationplace.com)

LOCATED AT: 333 Becott Place in Lheidli T'enneh Memorial  
Park  
Prince George, BC V2L 4V7