

Guest Services Attendant

Job Title:	Guest Services Attendant	Company:	H.R. MacMillan Space Centre
Industry:	Museum/Space Science Centre	Position Type:	Auxiliary
Location:	1100 Chestnut Street, Vancouver, BC. V6J 3J9	Date Posted:	November 13, 2024
Salary:	\$19.46 per hour	Posting Expires:	Until Filled
Pay Range (Steps 1 to 5)	\$19.46-\$22.50		

Job Description

Position Overview

The H.R. MacMillan Space Centre is seeking a dynamic individual who will play a key role in enhancing the experience of visitors at the Space Centre by providing excellent customer service at the Space Centre's ticket desk, Planetarium theatre, exhibit galleries, and rental spaces. Ideal candidates will have demonstrated experience working with families, students and volunteers in a tourism-related attraction, a proven ability to communicate with visitors in a fun and engaging manner, and the flexibility and initiative required to jump in and assist where needed.

This is an on-site auxiliary staff position (4+ hours per week) within the Guest Services department of the H.R. MacMillan Space Centre, with day-to-day reporting to the Guest Services Supervisor. The work is performed under general supervision and in accord with established policies and procedures. Work performance is evaluated by a superior in terms of the quality of services rendered to the public.

About H.R. MacMillan Space Centre

- HR MacMillan Space Centre bring over 50 years of industry experience in the Museum and education industry. We provide a unique learning experience for schools and the public through our programs/shows, activities, demonstrations and interactive exhibit experience. We are a relatively small-sized lean crew that emphasizes the quality of our service and ensures the customer experience is top quality.

Our Commitment to Employment Equity

- At the HR MacMillan Space Centre we sincerely believe that diversity, equity, and inclusion (DE&I) must be a part of how we function and operate as an organization. As such, we are committed to ensuring that all qualified applicants regardless of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression,

age, or any other identifiable characteristics are encouraged to apply for employment at the HR MacMillan Space Centre.

Duties and Responsibilities

Include but are not limited to:

- Responsible for seating patrons in the theatres and remaining during the show as an attendant
- Answers general enquiries by telephone or in person regarding all aspects of the Space Centre's activities.
- Responsible for ensuring the effective and efficient delivery of cashiering and ticketing services.
- Opens, closes, patrols, and monitors the behaviour of patrons in the galleries, theatres, and public areas of the complex.
- Performs incidental cleaning duties in galleries
- Delivers, cares for, and sets up equipment for patrons using the facilities
- Maintains simple records related to work
- Assist with the delivery of services and/or programs which will enhance the visitor's experience of the Space Centre.
- Providing friendly and knowledgeable guest services to visitors
- Maintains a daily cash float; accepts, records and places cashier receipts in the guest services office for supervisor.
- Assists with rental and/or A/V duties for on-site rentals/programs/special events.
- Cleaning duties as required.
- Performs related work as required.

Qualifications

- Completion of high school plus some experience related to work, or an equivalent combination of training and experience.
- At least 1 year of prior museum/space science centre or education-related experience is preferred.
- Strong customer service experience in the areas of reception, custodial and cashiering
- Excellent professional, organizational and communication skills with an ability to deal tactfully and firmly with patrons of all ages an asset
- At least 1 year of prior experience in the use of Microsoft Excel, Word and Outlook.
- Must be able to work in Canada.
- Must be able to communicate both written and verbally in English.
- Minimum of 19 years of age.
- Experience in working with children is an asset.
- Must be willing to work mornings, afternoons, evenings, and overnights on weekdays plus weekends.
- Experience as a cashier is an asset

Knowledge and Skills

- Knowledge/experience working with computer based technology.
- Able to work independently and in teams.
- Able to resolve conflicts.
- Able to work under time constraints and in a timely manner in fast-paced work situations.
- Able to communicate effectively with children and adults; while directing groups/traffic to their scheduled programming; plus providing basic instruction on the basic etiquette of our galleries, theatres, and facility.
- Ability to communicate effectively with staff using a hand-held radio.
- Prior customer service skill/experience is an asset.
- Have the ability to maintain confidential information regarding clients, other employees; and the ability to adhere to the Space Centre's confidentiality Agreement.
- Able to successfully complete training.

Working conditions

- Must be able to work on-site at the H.R. MacMillan Space Centre.
- Work atmosphere is professional and cordial.

Compensation and Benefits:

- Starting salary at \$19.46 per hour.
- 12% in lieu of benefits.

Work schedule:

- Flexible work hours.
- Mornings, Days and/or evenings shifts on weekdays or weekends.

Training:

- On-site and on-the-job training

To Apply:

Email Resume to the HR and Operations Director (Monty Puaar): careers@spacecentre.ca