



Visitor Services Clerk

Reports to: Director, Visitor Experience
Starting wage: \$14.25
Permanent Part-time

Description

Want to make a positive impact on 200,000 people?

The mission of the Saskatchewan Science Centre is to ignite scientific curiosity and innovation in Saskatchewan communities through interactive, dynamic, and engaging opportunities. That mission has led us to be an attractive destination for tourists and families of all ages, so we pride ourselves on providing an outstanding visitor experience for anyone that comes through our doors.

We are looking for enthusiastic, fun, and motivated people who love to interact with people of all ages and can provide a positive, memorable experience for our visitors!

The Visitor Services Clerk is the first point of contact with our visitors at the Saskatchewan Science Centre and Kramer IMAX Theatre. Visitor Services Clerks present themselves in a consistent and professional manner and always strive for the best level of customer service. They may be asked to work in a variety of locations throughout our building such as at the IMAX Concession, Front Desk, Box Office, and Atom + Geek, in addition to working special events.

What makes a great Visitor Services Clerk? A big, welcoming smile and a fun-loving personality! We'll teach you all about our computer system, how to make the best movie theatre popcorn in the province, and everything you need to know about our very own S.C.I.E.N.C.E. customer service principles in order to provide the best customer service in the province! Visitor Services Clerks need to be enthusiastic and personable, willing to actively engage with our visitors and interact with them in a welcoming and friendly way.

The candidate must possess an excellent customer service skill set, clear communication skills for our large, diverse group of customers, and an outstanding work ethic.

- Visitor Services Clerks will perform a wide range of duties, including, but not limited to, selling admission to the Saskatchewan Science Centre and Kramer IMAX Theatre; working in our Concession to make, prepare and sell various food items; ushering our

visitors into the theatre and ensuring admission is valid; performing our famous IMAX speech, and much more.

- Visitor Services Clerks will need to provide friendly, helpful, and knowledgeable guest services for our special event functions.
- They will assist in the setup of any internal or external special events including the moving and setting up of tables, chairs, linens, etc. as determined by the requirements of the special event.
- Visitor Services Clerks will provide general retail assistance and sales knowledge in the Atom + Geek Science Shop. Visitor Services Clerks can be expected to assist the Retail Supervisor in stocking shelves, facing merchandise, and labelling among other duties that may be designated.
- Visitor Services Clerks are responsible for maintaining the cleanliness of locations as Front Desk, Concession, the Kramer IMAX Theatre lobbies, etc., while also assisting the Science Centre Maintenance team on ensuring public washrooms and facilities are cleaned, stocked, and ready for use.
- Visitor Services Clerks may be asked to carry out other tasks and duties as assigned within the provision of Visitor Services in order to provide the best possible experience for our visitors.

The ideal candidate should possess:

- Strong interpersonal skills with an outstanding customer service skill set and a positive, welcoming, and inclusive attitude towards co-workers and visitors.
- Strong verbal and written communication skills.
- Proficiency in basic computer programs, including Microsoft Word and Microsoft PowerPoint.
- Ability to logically analyze situations and provide responsible, accurate responses.
- Ability to work calmly and comfortably in a fast-paced, public work environment.
- Clean and up-to-date criminal record check.
- Previous customer service experience in a fast paced, intense work environment is strongly beneficial.
- Previous experience in hospitality is beneficial.
- Be able to lift and carry up to 30 pounds.
- Be able to work on your feet for an extended period of time.
- Food Safety Course Level 1 and First Aid / CPR training are also beneficial.

Start Date: ASAP

Hours of Work: This is a part-time position and falls under the salary grid level 1. This is an in-scope position with the UFCW Local #1400

The position requires evening and weekend work. The Saskatchewan Science Centre is open 7 days a week, and for extended hours.

If you're interested in this position, please send your resume and cover letter as soon as possible to tjacobs@sasksciencecentre.com.