

Anticipated start date:	Monday May 8, 2017
Terms of employment:	Fulltime Seasonal (May 8, 2017 – September 4, 2017)
Starting wage:	\$13.50/hour
Hours of work:	Thursday-Monday 11:30am-8:30pm (must be willing to work weekends and stat holidays consistently)
Application deadline:	March 26, 2017
Number of positions:	1

Job Description:

The Exploration Place requires an energetic, motivated Station Master responsible for the summer operations of the Fort George Railways Station, providing consistently high-levels of customer service to all scoop shop and train visitors. The Station Master will supervise Scoop Shop Servers, ensuring prompt service, and maintain a strong working knowledge of all menu items and daily specials. The Station Master will oversee all inventory and stock for the station, including ordering of all required supplies for the daily operation of the station. Other responsibilities include but are not limited to the proper use of cash register and peripherals, removal and cleaning of used dishes utensils, other cleaning duties, and compliance with all policies and procedures.

Job Duties:

- Supervise Scoop Shop Servers in a positive and motivational fashion; provide positive reinforcement and constructive criticism in a timely, respectful fashion.
- Fill safety-critical position of Conductor for the Little Prince Steam Engine when necessary.
- 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, in a professional, courteous manner.
- 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 procedures.
- 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.
- 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.

Requirements:

- Food Safe certification.
- Experience supervising others in peer group successfully.
- Strong customer service experience.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- 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.

Working Conditions:

- Manual dexterity required to use cash register and peripherals.
- Must be able to stand for 8 hours without sitting (except during 30 minute meal break).
- Overtime as required.
- Lifting or moving up to 20lbs may be required.

No phone calls please. Only applicants chosen for an interview will be contacted.

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

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