

Anticipated start date:	January 30, 2012
Terms of employment:	Fulltime Term One-Year Maternity Leave Coverage (40 hours/week)
Annual salary:	\$21,320
Hours of work:	Monday-Friday, 8.5 hours daily <i>(some evening and weekend work during special events)</i>
Application deadline:	January 20, 2012
Number of positions:	One

The Exploration Place is seeking an **enthusiastic, outgoing, motivated and energetic person to fill the position of Visitor Services Assistant**. As the first point of contact between our organization and visitors, the Visitor Services Assistant must present a positive, cheerful and professional attitude. With experience working in a customer service environment, the Visitor Services Assistant works directly with all visitors to and members of the Exploration Place.

Reporting to the Visitor Services Officer, you will be responsible for contributing to a positive and welcoming environment for all visitors with a focus on service excellence, ensuring all visitors are equipped with the necessary information to maximize their experience.

Hours & Benefits:

This is a one-year term fulltime position to cover a maternity leave. Regular hours are Monday through Friday 8:45am-5:15pm with some evening, other weekday and weekends as required during special events. A regular work day is 8 hours, with a 30 minute unpaid lunch break. As a fulltime employee, after a 3-month probationary period, benefits include an Exploration Place family membership, childcare services, full extended health benefits and 2 weeks vacation accrual.

Functions:

- Greet visitors entering the Museum
- Operate a switchboard of 4 lines; answer the telephone and deal with queries from the public and customers in a positive and friendly manner
- Book birthday parties and takes deposits and payments
- Keep track of statistics on the membership database
- Stock and "dress" all gift shop merchandise and food services
- Order stock for bathrooms and kitchens
- Liaise with all courier companies for Museum shipping.
- Operate cash register to accurately collect fees from visitors; conduct a beginning and end of shift cash count
- Responsible for monitoring and maintaining the membership database and issuing membership cards to new and renewing members.
- Conducts a beginning and end of shift cash count
- Maintain the cleaning schedule and cleanliness of the Canfor Atrium
- Conduct self in a friendly and professional manner with visitors and other employees; demonstrate integrity by maintaining professional relationships internally and externally.
- Interact, cooperate and collaborate with all employees in a positive, respectful fashion that fosters trust.
- Assist with special events and facility rentals, including setup and take down

- Actively participate in team meetings.

Desirable Qualifications:

- Completion of secondary school with some post-secondary education.
- Experience providing high quality customer service.
- Excellent written and verbal communication skills.

Job Requirements:

- Must be bondable and be willing to submit to, and pass, a criminal record check.
- Proficient in MS office including Word, Excel and Outlook.

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:

Peggy Watts
Visitor Services Officer
The Exploration Place
P.O. Box 1779
Prince George, BC V2L 4V7
Fax: 250.562.6395
Email: wattspeggy@hotmail.com