

Guest Services Supervisor

Job Title:	Guest Services Supervisor	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:	\$20.17 per hour	Posting Expires:	November 28, 2024
Pay Range (Steps 1 to 5)	\$20.17-\$23.44		

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 by providing excellent customer service at the ticket desk, planetarium theatre and exhibit gallery. 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 auxiliary staff position within the Guest Services department of the H.R. MacMillan Space Centre. The day-to-day reporting is to the Guest & Rentals Services Supervisor and hours of work including weekdays, evenings and weekends. This is supervisory reception, custodial, and cashiering work within the Space Centre complex. This position supervises and participates in the work of a group of auxiliary subordinates engaged in receiving, controlling, and providing information to visitors and acting as cashiers for sales of tickets.

Duties include maintaining simple records related to the work; and on some shifts supervises the security of the premises and on some shifts assists with rentals. Duties are performed according to established policies and procedures. However, this position works without direct supervision on evening and weekend shifts. Work performance is evaluated by a superior in terms of the effectiveness of supervision and the quality of services 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:

- Supervises, checks and participates in the work of a large group of subordinates engaged in cashiering, custodial, sales, reception, and seating patrons for programs and shows; controlling the space centre gallery, planetarium theatre, observatory, and public areas to ensure security of displays and building; assist with the delivery of services and/or programs which will enhance the visitor's experience.
- Provides training and instruction for new employees; arranges for on-call staff when schedules change.
- Maintains a supervisor's cash float; accepts and places cashiers' receipts and floats in safekeeping; maintains records of first aid, security, and general incidents, cash receipts, and attendance.
- Supervises the security of all areas of the complex, investigates alarms and maintenance issues, and responds to emergency or problems with the public
- Liaises with a variety of internal and external contacts on matters related to work; assisting a superior in the operations of Guest Services and implementing public and school programs.
- Performs related work as required.

Qualifications

- Experience working with the public in a museum/space science centre environment
- Experience in special events, facility bookings and sales.
- Completion of high school plus some experience related to work, or an equivalent combination of training and experience
- Computer knowledge (Excel, Word, Outlook, ADP and ATMS)
- Considerable knowledge of the policies and procedures for the operation of the complex
- Excellent professional, organizational and communication skills with an ability to deal tactfully and firmly with patrons of all ages an asset
- Considerable knowledge of the methods and procedures in receiving and recording cash remittances, and of the operation of cash registers and ticketing systems
- Ability to supervise, check, and participate in the work of a large group of subordinates
- Ability to supervise the security of a large complex and to deal tactfully and effectively with the public

- Ability to perform administrative duties related to work

Knowledge and Skills

- Experience with team leadership, motivating staff and leading by example.
- Strong organizational skills and attention to detail and record keeping.
- Knowledge/experience working with computer based technology.
- Able to work independently and in teams.
- Able to resolve conflicts, work-related problems and complaints.
- Able to work under time constraints and in a timely manner in fast-paced work situations.
- Ability to communicate effectively with staff using a hand-held radio.
- Prior customer service skill/experience is an asset.
- Ability to establish good working relationships with staff and external contacts.
- 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 \$20.17 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):
humanresources@spacecentre.ca