



Join the Crew: Guest Services Attendant (Auxiliary)

H.R. MacMillan Space Centre | 1100 Chestnut Street, Vancouver, BC

Our Mission

For over 50 years, the H.R. MacMillan Space Centre has been Vancouver's main destination for astronomy and space science. We combine art, culture, and science to inspire our community through immersive shows, interactive exhibits, and hands-on demonstrations. Our small but dedicated crew is committed to delivering top-tier visitor experiences every day.

Why Join Us?

- **Unionized Environment:** This is a unionized position.
- **Dynamic Atmosphere:** Work in a professional environment where science meets creativity.
- **Professional Growth:** Gain experience in guest services, public engagement, and event support.
- **Supportive Team:** Join a team that values diversity, inclusion, and collaboration.

The Orbit (Position Details)

- **Role Type:** Auxiliary (No minimum guaranteed hours).
- **Pay Range:** \$20.20 – \$23.30 per hour (Steps 1 to 5).
- **Benefits:** 12% in lieu of benefits.
- **Schedule:** Must be available for flexible evenings, weekdays and weekends

Your Mission Brief

As a Guest Services Attendant, you are the welcoming face of the Space Centre. You'll ensure visitors feel informed, safe, and delighted as they explore our galleries, theatres, and rental spaces. You'll play a critical role in creating seamless, memorable experiences for families, school groups, and the general public.



Key Responsibilities (include but are not limited to):

- **Guest Engagement:** Welcome visitors, answer questions, and provide friendly guidance throughout the Space Centre.
- **Theatre & Exhibit Support:** Seat patrons, monitor behaviour, and assist with programs in the Planetarium, galleries, and public spaces.
- **Cashiering & Ticketing:** Operate ticketing systems, manage daily cash float, and ensure accurate transactions.
- **Event & Rental Support:** Assist with setup, equipment, A/V support, and general coordination for events and rentals.
- **Safety & Maintenance:** Monitor public areas, perform light cleaning, and ensure a safe environment for all visitors.
- **Team Collaboration:** Support colleagues across departments as needed to maintain smooth operations.

What You Bring to the Launchpad

Education & Experience:

- Completion of high school or equivalent; post-secondary education an asset.
- At least 1 year of experience in a museum, education, or tourism-related setting preferred.
- Experience in customer service, cashiering, or reception is highly valued.

Skills & Requirements:

- Strong verbal and written English communication skills.
- Professional, courteous, and able to interact effectively with patrons of all ages.
- Comfortable standing for long periods and working in dynamic, fast-paced environments.
- Basic computer skills, including Microsoft Word, Excel, and Outlook.
- Ability to work independently and as part of a team.
- Must be at least 19 years old and legally eligible to work in Canada.



Our Commitment to Equity

We believe that diversity, equity, and inclusion are central to our organization. All qualified applicants are encouraged to apply regardless of race, ancestry, religion, family status, sexual orientation, gender identity, or disability.

How to Apply

Ready to join the crew? Email your resume to: careers@spacecentre.ca.

Reports to the Guest Services Supervisor.