



JOB DESCRIPTION

CLASSIFICATION: ESPLANADE ATTENDANT I
JOB TITLE: GUEST SERVICES ATTENDANT
REFERENCE NO: 100127
DIVISION: PUBLIC SERVICES
DEPARTMENT: COMMUNITY DEVELOPMENT

APPROVAL DATES: BY: [Signature] DATE: Jan 7/16
COMMISSIONER OF PUBLIC SERVICES
BY: [Signature] DATE: Jan 6, 2016
GENERAL MANAGER OF HUMAN RESOURCES

GENERAL DESCRIPTION:

This is a temporary unionized support position responsible for providing customer and visitor services including sales of goods/services, security of the Esplanade galleries.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Guest Services Supervisor.
- Maintains external relationships with the general public, user groups and other groups and organizations that interact with the Department.
- Maintains internal relationships with all Cultural Development staff and volunteers.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Provides exceptional customer service and a positive first impression of the Esplanade to visitors by greeting, directing and actively assisting visitors with information regarding events, exhibitions, programs and special events.
- Takes admission payment and sells goods and services such as tickets, parking passes, memberships, registration and merchandise.
- Monitors the safety and security of the Archives, Art Gallery, Museum and Theatre, ensuring that appropriate protocols are followed by visitors.
- Performs general reception duties,
- Maintains public area, keeping it organized and tidy.
- Opens the Galleries and exhibitions daily, including turning on all audio/visual equipment for exhibitions and displays.
- Proactively reports to immediate supervisor or relevant Cultural Development staff issues or possible improvements related to visitor services and Galleries protocols.
- Other related duties and responsibilities, as requested by the immediate supervisor or other Cultural Development senior level staff.

REQUIRED COMPETENCIES:

- Excellent customer service skills including an ability to communicate effectively with the public and staff

- Demonstrated personal interest in the arts and heritage.
- Demonstrated basic mathematic skills and basic accounting practices.
- Ability to monitor and operate security systems, cash register, computer and applicable software utilized at the Guest Services desk.
- Knowledge of point of sale and web-based sales.
- Willingness and ability to work a flexible schedule that may include evenings and weekends.
- Reliable and dependable.

REQUIRED QUALIFICATIONS:

- Successful completion of Grade 12 or high school equivalency diploma.
- One (1) to three (3) months experience in providing customer service including handling of cash and credit transactions.
- A management approved equivalent combination of training and experience may be considered.

December 15, 2015