

JOB POSTING

Guest Services Associate

OVERVIEW

Cambridge Butterfly Conservatory is a unique and high profile tourist attraction located in Cambridge Ontario. The Guest Services Floater is responsible for greeting visitors, processing admissions, providing visitor information, processing gift store transactions as well as assisting with coverage for gift store, admissions and café coverage.

Cambridge Butterfly Conservatory is an equal opportunity employer and welcomes applications from people with disabilities, applicants belonging to a visible minority and/or applicants of Indigenous backgrounds. Accommodations are available on request from candidates taking part in all aspects of the selection process.

REPORTS DIRECTLY TO

Gift Store Manager Financial Controller Board of Directors

CONTRACT DURATION

April 2019 – September 2019

HOURS:

- Required Saturday and Sunday shifts
- Varied weekday shifts
- Up to 20 hours per week
- Scheduled shifts subject to change based on business needs
- Staff are required to be available for our busiest events including: Weekends, Weddings, Corporate events, Summer (July – August) Easter weekend, Canada Day weekend, Labour Day weekend and Christmas break etc.

REQUIREMENTS

- Exceptional customer service and verbal communication skills
- Strong leadership skills, responsible and enthusiastic attitude
- High level of organization and attention to detail
- Current Criminal Record Check and Vulnerable Sector Check or willingness to obtain
- Valid Standard First Aid Level C and CPR
- Background knowledge in nature study, interpretation and education are an asset
 - Valid Driver's License and access to a vehicle

UNIFORM

- Staff are required to wear the appropriate uniform and safety equipment at all times.

RESPONSIBILITIES:

Gift Store & Admissions

- Greeting Visitors in friendly and enthusiastic manner
- Processing transactions at the Admissions Counter

- Providing information to visitors and answering phone inquiries
- Processing Gift Store transactions, memberships and renewals, online tickets etc.
- Tagging inventory and stocking shelves as required
- Collaborating with buyers, suppliers and distributors as required
- Problem solving and managing customer comments, compliments and complaints
- Assisting Gift Store Manager with additional projects as required

Frontline Resource Staff

- Operate till and process financial transactions in Gift Store, Admissions Counter and Café
- Assist with food service in Café as required
- Provide coverage for lunches and breaks in the Gift Store, Admissions Counter and Café

Other Duties

- Other duties to support daily operations and customer service as assigned
- Adhere to all Company policies, rules, systems and procedures which are outlined in the Cambridge Butterfly Conservatory Employee Handbook, as well as all Health and Safety policies and procedures and safe work practices

TO APPLY:

Please send your resume with cover letter to:

Elisabeth Parent: e-mail: giftstore@cambridgebutterfly.com

Thank you to all that apply but only qualified applicants will be contacted.