



## **Guest Services Associate**

### **Job Description**

#### **Overview:**

Cambridge Butterfly Conservatory is a unique and high profile tourist attraction located in Cambridge Ontario. Our Guest Services Associate is responsible for engaging visitors, processing transactions in our front line departments (admissions, gift store, cafe), and ensuring that front line department needs are met according to the daily schedule. Our Guest Services Associate will be trained in all three of our front line departments; gift store, conservatory and cafe.

#### **Dates & Hours:**

- **Saturday and Sunday**
- Up to 15 hours per week
- Possibility of varied weekdays

#### **Qualifications:**

- Current Criminal Record Check and Vulnerable Sector Check or willingness to obtain
- Valid Standard First Aid Level C and CPR
- Ability to engage customers about their experiences, sell merchandise, communicate with guests and team members
- Ability to work under pressure with attention to detail
- Comfortable with a combination of sitting, standing, walking, standing for extended periods.
- Effective interpersonal skills
- Flexibility and Accuracy
- Ability to multitask in a fast paced environment
- Team player
- Excellent oral communication

#### **Duties and Responsibilities:**

##### ***Cafe***

- Willing to learn all of the processes of a café, including the preparation of specialty sandwiches and wraps, soups, etc.
- Handles food including preparing food items and utilizing safe food handling practices
- Works with the sales team to be part of an efficient, motivated and cohesive team

##### ***Gift Store & Admissions***

- Greeting Visitors in friendly and enthusiastic manner
- Providing information to visitors and answering phone inquiries
- Processing transactions, memberships and renewals, online ticket etc.
- Tagging inventory and stocking shelves as required

#### **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