



1100 Chestnut Street Vancouver British Columbia V6J 3J9

## JOB OPPORTUNITY

**Position:** Attendant 1  
**Department:** Guest Services  
**Reports To:** Director of Operations  
**Posting Date:** Wednesday, September 3, 2008  
**Closing Date:** Friday, September 12, 2008  
**Salary:** This is auxiliary, shift work on weekdays, weekends, and evenings.  
Pay Grade 11(\$14.64 per hour) plus 12% in lieu of benefits  
This position falls under the jurisdiction of CUPE Local 15

### Nature of Position

The H.R. MacMillan Space Centre is seeking a dynamic individual who will play a key role in enhancing the experience of visitors at the Space Centre by providing excellent customer service at the Space Centre's ticket desk, Planetarium theatre, simulator attraction, 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, with day-to-day reporting to the Guest Services Supervisor. Hours of work include weekdays, evenings and weekends. The work is performed under general supervision and in accord with established policies and procedures. Work performance is evaluated by a superior in terms of the quality of services rendered to the public.

### Major Duties and Responsibilities

- ❖ Assist with the delivery of services and/or programs which will enhance the visitor's experience of the Space Centre
- ❖ Have experience working with computer based technology
- ❖ Responsible for ensuring the effective and efficient delivery of cashiering and ticketing services
- ❖ Providing friendly and knowledgeable guest services to visitors
- ❖ Seating patrons in the theatres and remaining during the show as an attendant
- ❖ Opens, closes, patrols, and monitors the behaviour of patrons in the galleries, theatres, and public areas of the complex
- ❖ Performs incidental cleaning duties in galleries
- ❖ Delivers, cares for, and sets up equipment for patrons using the facilities
- ❖ Answering general enquiries by telephone or in person regarding all aspects of the Space Centre's activities
- ❖ Maintains simple records related to work

**Qualifications**

- ❖ Experience working with the public in a museum/space science centre environment
- ❖ Completion of high school plus some experience related to work, or an equivalent combination of training and experience
- ❖ Basic computer knowledge (Excel, Word, Outlook)
- ❖ Strong reception, custodial and cashiering experience
- ❖ Excellent professional, organizational and communication skills with an ability to deal tactfully and firmly with patrons of all ages an asset

Please submit application in writing not later than 5:00 pm **Friday, September 12, 2008** to:

**Director of Operations****BY MAIL:**

HR MacMillan Space Centre  
1100 Chestnut Street  
Vancouver, BC V6J 3J9

**BY FAX:**

604-736-5665

**BY EMAIL:**

[rmarchand@spacecentre.ca](mailto:rmarchand@spacecentre.ca)

Regretfully, only those applicants selected for interviews will be contacted