



## **JOB VACANCY**

### **Admissions Attendant**

Up to 2 positions

#### **Organization Summary**

The Children's Museum exists to spark kids' creative learning. As a non-profit charitable organization, we believe in the potential of all children and provide an interactive learning environment that nurtures the power of imagination and spirit of self-discovery.

#### **Position Summary**

As a part of our guest services team, the Admissions Attendant greets museum guests, responds to guest inquiries, answers phone calls and directs as appropriate, and provides outstanding and accurate customer service when processing admissions, Shop sales, memberships, bookings, and registrations. The ideal candidate will value safety and will ensure everyone who enters the museum is accounted for, and that the Admissions Desk is supervised at all times. As a team player, the Admissions Attendant works collaboratively with other museum staff to create exceptional experiences.

**Department:** Visitor Experience  
**Reports To:** Museum Services Manager  
**Hours:** 7 – 35 hours weekly (day, evening, and weekend availability required)  
**Wage:** \$14.15-\$15.15 per hour

#### **Responsibilities**

- Selling admissions, memberships, event tickets, and Shop products
- Answering phone calls and fielding customer questions
- Cleaning and organizing the Admissions Desk, gift shop, and surrounding area
- Welcoming groups and field trips and processing their payments
- Other duties as assigned

#### **Time**

40%  
30%  
15%  
10%  
5%

#### **Education**

- Completion of High School
- Post-Secondary education in tourism or business administration is an asset

#### **Experience**

- Minimum 2 years of experience with cash registers and/or POS systems
- Experience delivering exceptional customer service
- Experience working with children and families

## Skills Required

- Excellent verbal and written communications skills
- Strong numeracy skills
- Sound problem solving skills
- Ability to work in a fast-paced environment
- Detail-oriented with demonstrated ability to multi-task
- Ability to effectively communicate in an enthusiastic and engaging manner with children and adults in a non-traditional educational environment
- Ability to work independently and in a team environment with staff, volunteers, and the general public
- Cultural awareness and sensitivity to working with staff, volunteers, and other stakeholders with a wide variety of needs

## Skills Desired

- Ability to work in both official languages an asset

## Conditions Of Employment

- Acceptable results on a Police Information/Vulnerable Sector Check and Child Abuse Registry Check
- Use of provided face mask

## To Apply

- Forward resume and cover letter outlining suitability for this position to Kristen McCowan, Museum Services Manager at [kmccowan@childrensmuseum.com](mailto:kmccowan@childrensmuseum.com).
- The Children's Museum is committed to fostering a working environment that supports diversity, equity and inclusion; and welcomes applications from all, especially those from under-represented groups. If you require accommodation when applying, please contact [kmccowan@childrensmuseum.com](mailto:kmccowan@childrensmuseum.com).

## Deadline

- Monday, May 15, 2023 at 4:30PM

*Interviews may be conducted as suitable applications are received.*