



Viceregal Patron/ Patronne vice-royale:
Her Excellency the Right Honourable Julie Payette
Governor General of Canada

Son Excellence le très honorable Julie Payette
Gouverneure générale du Canada

Canada's Sports Hall of Fame seeks to hire a Part-Time Visitor Services Representative.

Canada's Sports Hall of Fame
169 Canada Olympic Rd. S.W.
Calgary, Alberta T3B 6B7

Board of Governors/ Conseil des gouverneurs

Bob Rooney, Chair
Geoff Beattie
Sylvie Bigras
Michelle Cameron-Coulter
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Blake Hutcheson
Kerrin Lee-Gartner
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Mark Smith

RESPONSIBILITIES

The Visitor Services Representative handles all admission and retail sales and ensures that visitors and guests of Canada's Sports Hall of Fame (CSHoF) have an exceptional experience.

REPORTS TO

Visitor Services & Volunteer Coordinator

GENERAL DUTIES

- Provide a high standard of welcome to all visitors and interact with visitors in order to bring the museum building and its collection to life.
- Develop a thorough knowledge of the museum, its history, collections, services and exhibits in order to provide accurate, interesting and useful information to our visitors.
- Ensure the high quality appearance of the museum on a daily basis, including the regular checking of visitor areas during open hours and undertaking any responsive cleaning or litter clearing which may be necessary.
- Admissions Desk
 - Accept deliveries.
 - Greet guests and direct guests to office personnel.
 - Set up volunteers with passes and /or other equipment as required (sign in and out).
 - Advise the volunteers and contractors of any special activities or expected special guests.
 - Complete daily transactions for ticket and membership sales as well as retail sales.
 - Reconcile daily admission and retail sales with Profitek till records on a daily basis, and to ensure that all end of day cash floats are placed in the safe at the close of each day.
 - Attendance at training sessions required.
 - Assisting other departments with small projects as identified and required.

QUALIFICATIONS

Education:

- The ideal candidate will have a High School Diploma and completed some post-secondary education.

CANADA'S SPORTS HALL OF FAME
169 CANADA OLYMPIC ROAD SW
CALGARY AB T3B 6B7
P: 403.776.1040 F: 403.776.1045 INFO@CSHOF.CA
SPORTSHALL.CA

PANTHÉON DES SPORTS CANADIENS
169 CHEMIN OLYMPIQUE CANADIEN SO
CALGARY AB, T3B 6B7
P: 403.776.1040 F: 403.776.1045 INFO@CSHOF.CA
PANTHEONSPORTS.CA

Experience:

- Experience in customer service.
- Knowledge of the operation of an online point of sale cash system.
- Ability to calculate basic math.
- Basic to intermediate computer skills are required including Microsoft Office.
- Experience with Word processing and data entry.

Skills:

- Has a well-rounded personality with a strong sense for professionalism.
- Ability to speak and communicate clearly and confidently with the museum's guests. Because of the diversity of Canada's Sports Hall of Fame guests, we often deal with guests who do not speak fluent English. It is imperative that our communication skills be clear.
- A second language is an asset.
- Knowledge of sport and sport history is an asset.
- Excellent written and verbal communication skills. Detail oriented and organized.
- Valid First Aid Certificate is an asset.
- Ability to work as an active member of this Visitor Services team.
- Ability to speak directly to both small and large groups of visitors at the museum and to inform them about the galleries, current exhibits and any museum closures.

WORKING CONDITIONS

- Part time flexible work schedule with up to 25 hours/week.
- Must be available to work flexible hours on weekends, holidays or evenings.
- Entitled to one (1) 30 minute unpaid lunch break per day.
- Exposed to noise and a regular flow of people throughout the day.

PHYSICAL REQUIREMENTS

- Exert up to 20 lbs. of force occasionally, and/or a negligible amount of force constantly to move objects.
- Light work usually requires walking or standing to a significant degree.
- Possibility of lengthy periods of time seated or standing.
- Repetitive movement of hands.
- Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Job Equity: Canada's Sports Hall of Fame is committed to the principle of equal opportunity. As an employer Canada's Sports Hall of Fame welcomes diversity in the workplace and encourages applications from all qualified candidates within the scope of each job opening. Applications are welcomed from women, persons with disabilities, visible minorities, and Aboriginal people.

APPLICATION PROCESS:

Please submit your cover letter and resume (in one file) **by April 30, 2019** to (email only):

Siobhan Kelly , Visitor Services and Volunteer Coordinator

skelly@cshof.ca