



Mission: Bring STEAM to life through hands-on science learning experiences. Discovery Centre's mandate is advanced through the presentation of high-quality STEAM educational experiences.

Customer Service Representative (Temporary Seasonal)

Department:	Science Education
Supervisor:	Manager of Customer Relations
Position Category:	Full time seasonal temporary contract
Wage:	\$17.00 per hour
Hours of Work:	35 hours per week; 12 weeks; variable schedule including weekend & holiday hours
Start Date:	June 10, 2026
Application Deadline:	March 31, 2026

Applicants **must be between the ages of 15-30 and be a Canadian citizen/permanent resident** as per the eligibility criteria of the Canada Summer Jobs program. Applicants may be required to complete a pre-screening survey to determine if they meet the eligibility criteria. International applicants with work visas are ineligible under this funding program and will not be considered for this role. This role is fully in-person in Halifax, Nova Scotia.

Position Summary:

For over 35 years, the Discovery Centre has developed a reputation for being Nova Scotia's leader in the delivery of exciting hands-on, minds-on science programming for youth.

Discovery Centre is committed to leveraging our facility, people, and programming to create inclusive spaces that ignite a passion for science and discovery. We are also committed to advancing diversity, inclusion, equity, and accessibility practices within our workplace, public engagement spaces, and programming. Our Centre's Board of Directors, management, and staff believe diverse participation and representation are essential and that our networks thrive when we create an inclusive and equitable culture where all people can see themselves reflected, feel respected, and have their contributions valued.

The successful candidate must enjoy interactions with a variety of visitors to the Centre and be comfortable delivering applicable information clearly and positively. This team member has retail experience and a drive for retail sales to manage inventory, merchandising, and maximize revenues in the Discovery Centre's Discovery Shop.

The Customer Service Representative is a high-energy individual who is ready to thrive in a dynamic team environment and deliver a positive first impression to visitors in person, by phone or via online communication.

Description of Tasks:

The Customer Service Representative works in the Marketing & Communications department and reports to the Manager of Customer Relations. The primary tasks of the position are:

- Greeting and checking in visitors in a professional and friendly manner
- Maintaining a high level of customer service while communicating clearly in-person, by phone, and by e-mail to address standard operational and directional questions as well as receiving customer feedback
- Providing strong administration support with in-store point of sale (POS) processing, online sales (ticketing and online shop), group and birthday party reservations, and educational bookings
- Processing payments and completing daily cash opening & closing procedures
- Supporting the Discovery Shop through merchandising, sales promotion, and processing store merchandise in-store and online
- Staying current with all Centre activities including, but not limited to, promotions, membership program, educational & public programs, exhibits, birthday parties, special events, group visits, and corporate rentals
- Maintaining the front desk area and gift shop in an organized, clean, and clutter free manner
- Other duties as assigned

Qualifications:

Education: Post-secondary studies (preferred)

Experience: Experience in retail, customer service, or sales

Language Requirements: Fluency in English is required; additional languages (especially French) considered an asset

Competencies:

- Exceptional communication and customer service skills
- Works well under pressure
- Able to work well as part of a team
- Highly organized
- Strong financial management skills
- Adaptable to changing conditions
- Creative and responsive at problem solving

Other Qualifications:

- Proficient in MS Office applications

- First Aid Certificate considered an asset
- Experience with a point of sale (POS) system an asset

Eligibility: Applicants must qualify for Canada Summer Jobs in order to be considered.

Application:

Applications are to be emailed to recruitment@thediscoverycentre.ca. Applicants are to submit their resume, cover letter, and references. Please note the position that you are applying for in the subject line of your email application. All applications will be reviewed but only those chosen for an interview will be contacted. All applicants are thanked in advance for their interest. **Please note: this position is dependent upon receipt of funding.**

Discovery Centre promotes equal employment opportunities for all job applicants, and we encourage applications from candidates who self-identify as a member of an underrepresented group, including Indigenous people (especially Mi'kmaq), people of Black/African descent (especially African Nova Scotians), members of other racialized groups, women, people with disabilities, and members of the 2SLGBTQ+ community.

We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you need to be accommodated during any phase of the evaluation process, please contact recruitment@thediscoverycentre.ca to request specialized accommodation. All information received in relation to accommodation will be kept confidential.