



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 (In-Person, Temporary March 12 - 22, 2026)

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| Department: | Marketing & Sales |
| Supervisor: | Manager of Customer Relations |
| Position Category: | Fixed Term (temporary contract) |
| Wage: | \$16.50 per hour |
| Hours of Work: | Variable, must be able to work weekends and evenings as required |
| Dates: | March 12 - 22, 2026 |
| Application Deadline: | January 23, 2026 |

This role is fully in-person in Halifax, Nova Scotia and is a fixed contract from March 12 - 22, 2024 to support Discovery Centre's opening hours during March Break.

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.

Are you an outgoing and enthusiastic team member with strong administrative abilities and a drive to provide exceptional customer service? The Discovery Centre is looking for you to join its team as a Customer Service Representative this March Break.

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 should have experience and a drive for retail sales to manage inventory, merchandising, and maximize revenues in the 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 & Sales 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

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
- Experience with a point of sale (POS) system an asset

Eligibility: Applicants must be available to work in-person during the employment period of 2026 school March Break (10th to 22nd) period.

Measurable Outcomes:

The Customer Service Representative will:

- Provide exceptional customer service to visitors, evidenced by positive customer feedback
- Work cohesively as part of the Customer Relations team, contributing to a positive culture
- Manage POS payments and handle cash with accuracy and responsibility

Employability Skills:

After their employment at the Discovery Centre, the Customer Service Representative is expected to have acquired, or improved upon, the following skills:

- Client service
- Communication
- Digital skills
- Community engagement
- Adaptability
- Innovation
- Working safely
- Information management
- Problem-solving
- Financial management
- Resilience
- Teamwork
- Flexibility
- Responsibility

This position is an excellent opportunity for an individual who is interested in a career in sales, customer service, or any role working with people.

Orientation and Training:

The Customer Service Representative's orientation will include a briefing on the Discovery Centre and the Customer Relations department, as well as training specific to the role.

Occupational health and safety is a key organizational priority for the Discovery Centre, so the individual will receive thorough training on the Centre's occupational health and safety policies and procedures, emergency protocols, building safety, first aid training (if applicable), and any safety training that is specific to their role.

The individual will be given all applicable Discovery Centre policies, including the respectful workplace policy and code of conduct. They will be required to familiarize themselves with these policies and uphold the values and responsibilities outlined in them.

The Customer Service Representative will be required to participate in general staff meetings and department meetings. They will be encouraged to be as familiar with our Centre and its modes of operation as possible.

Supervision:

Name: Wendy Roulstone
Title: Manager of Customer Relations
Phone: 902.880.8736
Email: wroulstone@thediscoverycentre.ca
Mailing address: 1215 Lower Water Street, Halifax NS, B3J 3S8

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.

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.