



## **Customer Service Representative**

**Department:** Marketing and Sales

**Supervisor:** Manager Customer Relations

**Position Category:** Part Time

**Salary:** \$17.65/hr

**Working Hours:** Variable, mainly weekends and evenings

**Start Date:** As soon as possible

*(Note: The position will be subject to the terms and conditions of a collective agreement between Unifor and Discovery Centre)*

### **Position Summary**

Are you an outgoing and enthusiastic team member with strong administrative abilities and a drive to provide exceptional customer service? The Discovery Centre, Atlantic Canada's premier science centre, is looking for you to join its team as a part-time Customer Service Representative.

The Customer Service Representative is a valued member of our front desk team responsible for representing the Discovery Centre in a positive, friendly and outgoing manner. The successful candidate must enjoy interactions with a variety of visitors to the Centre and be comfortable delivering applicable information clearly and positively. The Customer Service Representative must be diplomatic and understanding while receiving customer feedback and work well under pressure with large crowds during peak times. This team member should also have experience and drive for retail sales to manage inventory, merchandising and maximize revenues in the onsite gift shop. The Customer Service Representative should be ready to thrive in a dynamic team environment and deliver a positive first impression to visitors in person, by phone or via online communication.

**Responsibilities include:**

- Greeting and welcoming visitors in a professional and friendly manner
- Communicating clearly in-person, by phone, in e-mail and letters with a variety of audiences to address standard operational and directional questions and to assist in a friendly & courteous manner
- Providing strong administration support with POS processing, booking, payments and receipts
- Supporting the Discovery Shop through inventory management, merchandising, sales promotion and processing store merchandise through the POS system
- Staying current with all Centre activities including, but not limited to, educational & public programs, exhibits, birthday parties, special events, group visits & corporate packages and is completely conversant in all pertinent details such as dates, times, costs, registration processes and requirements
- Be knowledgeable on Discovery Centre memberships and be able to sell and process memberships applications
- Processing payments and completing daily cash opening & closing procedures
- Maintaining the front desk and reception area in an organized and clutter free manner
- Other duties as assigned

**Skills & Qualifications**

- Relevant post-secondary education
- A minimum of two years' experience in a retail, customer service or sales role
- Administrative experience, organized and detail oriented
- Demonstrated organizational skills and financial management skills
- Ability to maintain composure and positive customer service while under pressure
- Creative and responsive in problem solving situations
- Must work well in a team environment
- Adaptable to changing conditions in the workplace
- Computer skills – Microsoft Office – Word, Excel, Access, E-mail, Web literate, Raisers Edge or other CRM
- Bilingual preferred (French/English)



## **APPLICATION:**

As part of the recruitment process, interested candidates are requested to complete the application questionnaire available on our website and upload their most recent resume, cover letter, and references.

Applications can be submitted through our Careers page:

<https://thediscoverycentre.ca/careers/>

The information provided will be used to assess qualifications, skills, and suitability for the position. While all applications will be reviewed, only those selected for an interview will be contacted. We thank all applicants for their interest in Discovery Centre.

Discovery Centre promotes equal employment opportunities for all applicants and embraces diversity. We are committed to equity in our policies, practices, and programs, foster an inclusive workplace, and encourage applications from members of underrepresented groups.