



ATLAS COAL MINE NATIONAL HISTORIC SITE

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2020 Visitor Services Representative

Job Description

The role ensures the smooth operation of front-line (visitor) services in our gift shop building. Visitor services reps are responsible for greeting and orienting visitors to the site, answering questions, selling/booking tours, selling gift shop merchandise, and answering phone inquiries. They are an important point-of-contact for our visitors and are crucial for ensuring our visitor experiences happen smoothly. They also help with broader gift shop duties (cashing in/out, stock management, etc), as well as range of cleaning duties, ensuring our washrooms and general site areas are kept clean for visitors. All duties must be performed in compliance with the Atlas' occupational health & safety policies.

Responsibilities

- 1) Learn and implement the procedures undertaken in the gift shop to a high standard (cash handling, point-of-sale operation, visitor orientation, tour booking, restocking, etc).
- 2) Proactively engage with visitor inquiries in person and on the phone.
- 3) Ensure interpretation staff are informed of visitor numbers on their tours and keep track of any delays, changes, etc.
- 4) Perform cleaning duties as needed to a high standard. This includes cleaning bathrooms, historic buildings and general site cleaning (emptying garbages, etc).
- 5) As we are a small team at the Atlas, assisting management with other tasks may be required throughout the job term.

Qualifications, Experience, and Competencies:

Candidates at any education level who intend on returning to school in the autumn would be ideal. Some cash-handling and/or retail experience would be an asset. A valid driver's license would be an asset. A positive, flexible, caring attitude is a must and we expect all Atlas employees to take care of themselves, their team-mates and our visitors throughout their work term. We thrive in a diverse work environment.

Work Environment and Compensation:

The Atlas is an outdoor historic industrial site in a rural location. All site buildings are designated historic resources. Work conditions can be challenging at times, due to the nature of the site and the Drumheller environment (extreme temperatures, difficult local terrain, historic buildings).

Visitor services reps will work a rotating schedule, including weekends. Full time visitor services reps will work 37.5 hours a week, part-time visitor services reps will be scheduled as required. In all cases hours per week will not normally exceed 44.

Rate of pay is \$15.00/hr.