



ATLAS COAL MINE NATIONAL HISTORIC SITE

Box 521, East Coulee, AB T0J 1B0

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2021 Visitor Services Representative

Job Description

The role ensures the smooth operation of front-of-house (visitor) services. 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, assisting our maintenance team with keeping washrooms and general site areas clean, in-line with our COVID-19 mitigation protocols. All duties must be performed in compliance with the Atlas' occupational health & safety policies.

Responsibilities

- 1) Learn and implement the procedures undertaken in the check-in desk and 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, as required. This may include cleaning bathrooms, historic buildings and general site cleaning (emptying garbages, etc).
- 5) Ensure that all activities are performed in-line with our COVID-19 mitigation protocols, including informing visitors about their COVID-19 mitigation responsibilities (masking, social distancing, etc).
- 6) 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 and encourage all qualified applicants to apply.

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 \$15.50/hr.

To apply, please email with cover letter and resume to recruitment@atlascoalmine.ab.ca (ATTN: Jay Russell) and reference the job post in the subject line.

Application Deadline: Sunday, February 28th, 2021

All seasonal posts are grant dependent and preference will be given to applicants eligible for Young Canada Works (YCW) funding. Check your eligibility for YCW [here](#).

All candidates must be legally entitled to work in Canada.

The Atlas Coal Mine National Historic Site is committed to an equitable, diverse, and inclusive workforce. We welcome application from all qualified persons. We encourage women; First Nations, Métis and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expressions; and all those who may contribute to the further diversification of ideas at the Atlas to apply. We thank all who express interest in this position, however, only those selected for an interview will be contacted.