

2025 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. 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 health and safety protocols including informing visitors about their responsibilities and requirements on site (proper footwear, heat mitigation, 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. We warmly encourage applicants from equity groups (such as Indigenous youth, youth with disabilities, visible minorities, members of the 2SLGBTQ+ community, and new Canadians).

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 \$21.20/hour. The post term is from June 25 through Sept 1, 2025.

To apply, please send a cover letter and resume to Jay Russell (Curator): recruitment@atlascoalmine.ab.ca. Deadline is: April 20, 2025.

This position is funding dependent and all successful applicants must be eligible for the Canada Summer Jobs program:

- be between 15 and 30 years of age at the beginning of the employment period
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment, and
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations