



Job Posting: Visitor Experience Associate

Shaw Centre for the Salish Sea, located on the beautiful waterfront of the Salish Sea in Sidney, BC, is a registered charitable organization and community leader in science and cultural learning. Connecting the public with the Salish Sea Bioregion and its ecosystems through engagement, knowledge and awareness, the Centre offers an interactive and informative experience to young and old – welcoming 80,000 visitors a year. Over 3,500 animals in their natural habitats – wolf eels, sea stars, salmon, and a giant Pacific octopus make up over 160 species offering a real life, face-to-face learning experience.

Position:

We are looking for an enthusiastic individual to join our Visitor Experience team. This person will be a first point of contact for guests who visit the Centre and will provide exceptional customer service at our retail and admissions desk.

Duties include:

- Processing customer transactions through admissions and retail tills.
- Processing end of day cash out (when applicable).
- Providing detailed information on tickets and merchandise.
- Answering and transferring calls on a multi-line phone systems.
- Ensuring the retail space is always tidy and presentable.

Qualifications:

- Familiarity with POS systems and cash handling - experience balancing a till is an asset.
- Enthusiastic positive personality geared towards exceptional customer service.
- Ability to multi-task in a busy environment while maintaining positive interactions with customers.
- Available to work on weekend days. Some evening shifts during the week may also be available.

Note: Weekend work will be required. Applicants must be authorized to work in Canada, at least 15 years of age and be willing to submit a criminal record check prior to starting employment.

Pay: \$13.85/hour

Hours: Part-time (10-20 hours/week), including weekends and occasional evenings.

Please send resumes to Nicole Doe, Retail & Visitor Experience Manager, nicole.doe@salishseacentre.org. Applications will be reviewed as received. Position is open until filled.

The Shaw Centre for the Salish Sea is owned and operated by the New Marine Centre Society, a registered charitable society. Our mission is to create experiences that engage people to learn about, explore and conserve the Salish Sea Bioregion – its wildlife, waters, land, culture, and people.