



Casual/Part-time Visitor Experience Associate

Shaw Centre for the Salish Sea, located on the traditional territory of the W̱SÁNEĆ First Nations, on Sidney's beautiful waterfront, 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 for visitors of all ages from around the corner and across the world. Over 3,500 animals in natural habitats – wolf eels, sea stars, salmon, and a giant Pacific octopus make up over 160 species offering a true face-to-face learning experience.

Position:

We are looking for a responsible, enthusiastic individual to join our **Visitor Experience team**. This person will be a first point of contact for visitors to the Centre and will provide exceptional customer service and accountability at our retail and admissions desk.

Duties include:

- Processing customer transactions through admissions and retail tills
- Processing end of day cash out
- Providing detailed information on tickets, memberships and merchandise
- Answering and transferring calls on a multi-line phone systems
- Ensuring the retail space is always tidy, presentable and re-stocked

Qualifications:

- Familiarity with POS systems and cash handling; experience balancing a till is an asset.
- Friendly & upbeat personality geared towards exceptional customer service.
- Ability to multi-task in a busy environment while delivering a positive visitor experience.
- Available to work on one or both weekend days. The Centre is open Friday-Tuesday 10AM-4:30PM.

Note: The position is casual, part-time beginning ASAP. Applicants must be authorized to work in Canada, at least 15 years of age and will be required to submit a criminal record check prior to starting employment.

Pay: \$15.50/hour

Hours: 9:30AM-5PM and/or 10AM-4PM on Sundays, with flexibility for extra weekend/weekday shifts.

To apply: Please send **resume and cover letter** CJ Kinsella via retail@salishseacentre.org. Complete applications will be reviewed as received. Position is open until filled.

We consider diversity essential, not only to the health and vibrancy of the Salish Sea bioregion, but also to our workplace. At the Shaw Centre for the Salish Sea, we celebrate the ways in which diverse identities and lived experiences inspire us to stretch our hearts and minds. As an organization and community, we are committed to cultivating an inclusive culture in which all people can find belonging and safety. We encourage applications from all underrepresented groups and identities.

The Shaw Centre for the Salish Sea is owned and operated by the New Marine Centre 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.