

## JOB OPPORTUNITY

**Position:** Guest Services & Rentals Supervisor  
**Department:** Guest Services  
**Reports To:** Director Human Resources & Operations  
**Salary:** \$21.96 per hour, plus benefits package.  
Full-time position with shifts on weekdays, and may include some weekend and evening work.  
*\*Position is included in the 2022 Federal Work-Sharing Program: the current reduced schedule of work is 3 days a week.*  
This position falls under the jurisdiction of CUPE Local 15.

**Posting Date:** Friday, March 25, 2022  
**Closing Date:** Friday, April 8, 2022

The H.R. MacMillan Space Centre is committed to developing long term, trusted and respectful relationships with Indigenous Nations. Located on the traditional, ancestral and unceded territory of the Skwxwú7mesh (Squamish) and xʷməθkʷəy̓əm (Musqueam) and selílwitlh (Tseil-Waututh) Nations, the Centre acknowledges the unique history and connection of the Skwxwú7mesh (Squamish) and xʷməθkʷəy̓əm (Musqueam) and selílwitlh (Tseil-Waututh) First Nations to the land

### Nature of Position

The H.R. MacMillan Space Centre is seeking a dynamic individual who will play a key role in enhancing the experience of visitors at the Space Centre. The goal of the Guest Services & Rentals Supervisor is the fun, engaging, efficient and safe movement of guests through our unique facility. The ideal candidate will have demonstrated experience with the front-line operations of a public facility including sales, organizing and directing public and school groups, facility bookings and contractual requirements, and the supervision of front line staff. The role requires flexibility and initiative to work under pressure and to meet deadlines.

### Major Duties and Responsibilities

The Supervisor leads and coaches a team of staff to ensure engaging interactions with our guests and create an overall experience which exceeds expectations.

- ❖ Schedules, trains, supervises and participates in the work of a moderate sized group of staff engaged in sales, reception, cashiering and custodial duties.
- ❖ Liaises with a variety of internal and external contacts on matters related to work such as maintenance requirements, tour bookings, rental fees, contractual requirements and equipment needs for user groups. Assists a superior in the operations of Guest Services and implementation of public and school programs.
- ❖ Handles and advises a superior on matters related to security and safety including key control, crowd control, emergency procedures and organization of special events, enforces rules and regulations, ensures that required standards of behavior and safety are maintained by staff, visiting groups and the public.
- ❖ Responsible for sales aspects of front-line operations, answers enquiries, handles complaints and resolves problems related to work.
- ❖ Prepares and maintains a variety of records pertaining to Guest Services operations, rental contracts, meeting minutes and reports, recommends and upon approval, implements new or improved rules, regulations and procedures.

- ❖ Exercises considerable independence of judgment and action in performing assigned duties within established guidelines. Complex or unusual matters are referred to a superior.

### **Qualifications**

- ❖ Completion of 12<sup>th</sup> school grade supplemented by courses in hospitality, tourism, sales or related subjects and sound related experience including supervisory experience ; or an equivalent combination of training and experience.
- ❖ Experience leading a team and motivating staff.
- ❖ Experience in special events, facility bookings and sales.
- ❖ Experience in health and safety protocols and emergency procedures.
- ❖ Strong organizational skills and ability to maintain a variety of records.
- ❖ Ability to establish and maintain effective working relationships.
- ❖ Ability to solve problems with a clear understanding of the value of customer service and working with diverse audiences.
- ❖ Occupational First Aid Level 1
- ❖ Driver's license for the Province of British Columbia

**Please submit a cover letter and resume no later than 5:00 p.m. on Friday April 8, 2022 to the Director of Human Resources at [careers@spacecentre.ca](mailto:careers@spacecentre.ca)  
Only those selected for an interview will be contacted.**