

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

The Visitor Services Associate is the first point of contact for most guests to the Head-Smashed-In Buffalo Jump (HSIBJ) Interpretive Centre. The main purpose of the Visitor Services (VS) Associate is to greet and welcome all guests, ensure they feel orientated to the site and building, and answer general questions about the visitor experience.

The VS Associate will primarily work at the admissions kiosk, information desk, and gift shop. They will address visitor inquiries in person and by telephone, sell tickets and annual memberships, up-sell additional services, collect revenue fees, and provide outstanding customer service.

In the gift shop, VS Associates will process purchases, stock the shop, and monitor theft. Another role VS Associates will have, from time-to-time, is to be located at the site entrance and/or lobby welcoming guests and providing basic building and museum information.

In addition, VS Associates will give basic orientation tours to visitors in small groups, providing information on the site and interpretive centre as they have been trained.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Outcome: Customer Service

Ensure each and every visitor to the centre is greeted by a representative in a friendly and positive manner and is welcomed to enjoy their experience by:

- Working with the Visitor Services Coordinator, be knowledgeable about daily events, operational focuses, marketing campaigns, changing galleries schedules and other experience offerings
- Continually be aware of the site's website; and provide feedback to the Visitor Services Coordinator on potential opportunities or issues
- Following the staff dress code and taking pride in work appropriate personal appearance
- Assessing lobby traffic flow and placing stanchions as required
- Advising supervisors of any potential situations or problems they should be aware of
- Providing professional and courteous communication to all guests and colleagues, no matter the circumstance
- Providing accurate information to guests
- Processing admissions services efficiently and accurately
- Providing customer service following the GoA values: respect, integrity, accountability, and excellence
- Ensuring all conflict situations are dealt with privately and in a timely manner

Outcome: Greeting Visitors

Ensure each and every visitor to the centre is greeted in a friendly and positive manner and is welcomed to enjoy their experience by:

- Actively greeting and welcoming all guests as they arrive at the centre
- Physically being located at the entrance(s) and/or the lobby as designated by the On-Site Supervisor(s), or Visitor Services Coordinator or Head of Finance and Visitor Services as required
- Engaging with visitors in a pro-active and friendly manner
- Answering questions and provide information on the museum and building
- Providing a positive, fun and animated first experience for visitors

Outcome: Guest services

Ensure established and consistent admissions procedures are followed by:

- Collecting admission fees from visitors according to the established procedures
- Actively promoting the site and historic site access passes
- Reviewing and understanding all site policies that impact Visitor Services
- Operating computerized cash system for regular admissions, memberships and special events
- Verifying shift start floats and reconciling closing shift cash-out
- Keeping up to date on current site activities and procedures; and follow up with site On-Site Supervisor(s) if any information isn't clear
- Attending Visitor Services and all-staff meetings as required
- Advising the On-Site Supervisor(s) of any potential situations or problems they should be aware of including facility maintenance, security issues, problems with procedures, guest issues
- Conduct visitor surveys as required

Outcome: Cash Handling

Ensure the admissions and retail cash management procedures are followed by:

- Understanding and following all cash handling processes and procedures
- Receiving training and understand the function of the point-of-sale system, both traditional till and mobile applications.
- Receiving and signing for a cash float at the beginning of each shift, and reconciling transactions/float at the end of each shift
- Notifying the Visitor Services Coordinator or Head of Finance and Visitor Services when the till requires additional change and/or a money drop
- Understanding and following the GoA POPA and PCI requirements in regards to customer sales transactions
- Ability to manage cash, use calculator to process transactions manually should the electronic point-of-sale system not function.

Outcome: Shop Layout & Merchandising

Ensure the gift shop physically projects a professional, safe and welcoming environment that encourages visitors to explore and purchase merchandise by:

- Stocking the shelves following the shop layouts provided
- Ensuring high valued and/or high theft items are secured with anti-theft tags
- Regularly checking the shop to ensure it is constantly clean, uncluttered and well stocked
- Maintaining store standards (daily, weekly)

Outcome: Inventory Control

Ensure the shop inventory management procedures are followed by:

- Ensuring accurate entry of inventory into the database
- Participating in the annual inventory count
- Following procedures that minimize loss through theft and/or database errors including product tagging/re-tagging

Outcome: Orientation Tours

Deliver high quality orientation tours as trained by:

- Providing accurate and positive information about the site and centre in an animated, interesting and factual manner as trained
- Reviewing, understanding and practicing the centre visitor orientation tour(s)

Problem Solving

Typical problems solved:

Daily interactions with the public and colleagues are mostly in a public area and cannot be anticipated or planned for in advance. Any conflict has the potential to be personal, emotional and escalate quickly.

The public is most likely to complain to admissions about a wide range of issues due to the proximity of the admission desk to the building entrance.

Other challenges may include financial reconciliation, inventory management, and technical equipment issues. The ability to conduct basic troubleshooting of a computerized electronic ticketing and sales system is an asset.

Types of guidance available for problem solving:

This position will always have the ability to refer difficult issues to the Visitor Services Coordinator, Head of Finance and Visitor Services, or On-Site Supervisor, one of whom will always be on shift.

GOA training (such as working with the public), role-specific training (point of sale, security), HSIBJ training (customer service, diffusing difficult situations) will be provided.

Direct or indirect impacts of decisions:

Failure to meet these responsibilities could result in serious ramifications for the operational requirements of the centre and potential embarrassment to the site, the division and the ministry.

Key Relationships

Major stakeholders and purpose of interactions:

This position requires extensive and frequent interaction with the public for the purpose of providing information and generating revenue for the site.

The position also interacts with internal staff, volunteers and contractors on a regular basis to share information and coordinate functions.

This position may receive sales and vendor inquiries and would refer them to Visitor Services Coordinator.

This position works closely with other site programs or GOA departments such as; Interpretation & Education, Special Events, Tourism and Travel Trade, Marketing, Finance, Caretaking, Maintenance, and Management.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

- Experienced in retail services and public-facing roles, with a strong history of excellent customer service.
- Strong communication skills with the ability to process, retain, and convey information clearly; consistently maintains a positive, patient, welcoming, and cooperative approach, even in challenging situations.
- Good analytical and problem-solving abilities, with capacity to multitask and adjust to shifting priorities in a fast-paced environment.
- Demonstrated ability to follow instructions accurately and work productively with or without supervision.
- Excellent counting, money-handling, and cashiering skills, including experience with large volumes of cash and upselling techniques.
- Knowledge of inventory databases and/or point-of-sale systems.
- Proven punctuality and reliability.
- High school diploma and two years of related experience; interest in cultural institutions.
- Post-secondary studies in museum studies or a related field considered an asset.
- Passion and genuine interest in working with people.
- Ability to speak additional languages—especially Blackfoot—considered an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>Understands how work contributes to the achievement of department goals.</p> <p>Considers how own work impacts the work of others and team success. Observes how the work of others impacts own work.</p> <p>Asks questions to understand broader goals and objectives.</p> <p>Works with others to align activities. +</p>
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's 	<p>Breaks straightforward problems down into manageable components to identify what needs to be done.</p> <p>Contributes ideas for how work can be done differently to solve</p>

		<p>perspectives and aware of own</p> <ul style="list-style-type: none"> • Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>common problems.</p>
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	<p>Uses common sense and past experiences to approach ambiguous problems and make effective decisions.</p> <p>Recognizes how own emotions affect performance. Knows the signs that indicate feelings and uses them as a guide.</p> <p>Ensures that own emotions do not affect others negatively.</p> <p>Asks questions, seeks clarification and assesses how things will be different when change is introduced or anticipated.</p> <p>Sees the need and readily steps into co-workers tasks to help out when needed.</p> <p>Is open to new or diverse ideas, and to doing things in a new way.</p>
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system 	<p>Sets goals and prioritizes work to accomplish them.</p> <p>Follows through on duties and tasks and reports on progress.</p> <p>Acknowledges areas where expectations about own service delivery, performance or interpersonal interactions are not met and takes corrective action.</p>
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external</p>	<p>Seeks to understand the perspectives and needs of colleagues, clients and</p>

		<p>network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	<p>stakeholders.</p> <p>Builds relationships by following through on commitments, demonstrating integrity, respect for others, and taking an interest in their work-related issues and activities.</p> <p>Effectively helps and follows through on inquiries, requests, and concerns from colleagues, clients and stakeholders.</p> <p>Informs key stakeholders of relevant information in a timely manner. Is aware of own impact on others and the impression being made through interactions. Is professional and respectful in all interactions.</p>
<p>Build Collaborative Environments</p>	<p><input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	<p>Creates opportunities for people to share information.</p> <p>Contributes positively by actively sharing information, and listening and accepting others' points of view in an open, honest and non-defensive way.</p> <p>Recognizes when there is a conflict and respects the other person's point of view. Identifies common purpose as well as differing perspectives and raises them for discussion.</p> <p>Respectfully expresses opinions during decision-making process and supports.</p> <p>Uses mistakes as learning.</p>

			<p>opportunities thereby empowering others to take risks.</p> <p>Understands, considers and respects the impact that differences may have before taking action; recognizes that own interpretation may not be correct. +</p>
<p>Develop Self and Others</p>	<p><input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>		<p>Takes an active role in own career development. Creates a plan for development with the help of their supervisor.</p> <p>Seeks out and positively accepts constructive feedback; applies this to a development plan.</p> <p>Reflects on own performance to understand successes and setbacks and takes specific action to improve performance in current job.</p> <p>Participates in development activities.</p> <p>Shares knowledge and insights with others.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

011AS01 - Divisional Mail & Photocopier Assistant
012AS01 - Receptionist