

## SIKOME AQUATIC FACILITY:

### POSITION INFORMATION

#### **VISITOR SERVICES ATTENDANT**

##### Job Description:

Reporting to the Visitor Services Attendant Team Supervisor, Visitor Service Attendants are the first line of contact for all patrons visiting the Sikome Aquatic facility. VSAs are located at Gate A (main), Gate B (north) and Gate C (south) entrances to the facility and are hired seasonally to provide orderly entry, conduct bag checks and process payment to the facility. They also educate and inform the public of facility regulations, answer questions about the park, and watch for problems and issues in the facility and parking lots. Duties include but are not limited to:

- Daily opening and closing of work location
- Control and monitor facility points of entry and exit
- Greet visitors and provide relevant daily information and answer any questions they may have regarding the facility and/or Fish Creek Provincial Park
- Carry out voluntary bag checks to ensure visitor is in compliance to facility conditions of use
- Ensure visitors proceed to appropriate payment kiosks
- Process payments for admissions, pass sales, retail merchandise and concession items using approved Government of Alberta procedures and POS systems.
- Assist with complaint resolution
- Prep and sell concession items as required by AHS Safe Food Handling Guidelines
- Clean and sanitize concession counters, food prep areas, utensils and equipment as required. Perform required daily janitorial duties
- Stock, rotate and maintain inventory of all retail and concession items.
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- Reconcile shift sales
- Perform light maintenance and daily janitorial duties
- Various other duties may be assigned

##### Minimum Qualifications

High school diploma and a minimum of 6 months customer service which includes cash handling experience is required.

Equivalencies will be considered on directly related experience or education considered on the basis of: one year of experience for one year of education or one year of education for one year of experience