

Job Title: Visitor Services Attendants - CASHIERS
Location: Head-Smashed-In Buffalo Jump World Heritage Site
Employer: Pincher Creek & District Historical Society
Salary: \$15.50 - \$18.00/ hour
Hours: Up to 35 Hours Per Week; rotating schedule; work most weekends
Term: May 1, 2022 – September 4, 2023
Closing: March 14 , 2023 4:00pm; Application MUST be received by PCDHS

About Head-Smashed-In Buffalo Jump:

Head-Smashed-In Buffalo Jump World Heritage Site, is a Government of Alberta Historic Site and Interpretive Centre that strives to provide all visitors with an unforgettable and educational experience. We provide accurate knowledge on a variety of topics focusing on the buffalo culture of plains peoples and the archaeology of the site.

Position Summary:

You will help create a unique experience acting as one of the first points of contact with visitors from around the world. Under the direction of the Visitor Services Co-ordinator you will work in a number of visitor services areas at Head-Smashed-In including Admissions, Information and Gift Store. You will greet visitors, take admission fees, record statistics, operate the cash register, POS machine and account for income on a daily basis. Cashiers must be comfortable in handling money accurately and be able to balance receipts daily. You will provide accurate information about Head-Smashed-In Buffalo Jump World Heritage Site, as requested by visitors. Strong verbal communication skills are necessary. You may be asked to assist with other duties. Our goal is to provide outstanding high quality customer service to all visitors to Head-Smashed-In Buffalo Jump World Heritage Site. Our ideal candidate must be able to work under the pressure of visitor demands to provide excellent customer service.

Qualifications:

- High School Diploma or Equivalent
- Possess a valid Alberta Driver's License and/or reliable transportation to and from work site
- Current clear RCMP/Police Criminal Record Check. These checks are conducted at your local Police Station in the municipality where you reside. This completed document must be submitted with application for employment, and further the original must be given to Employer prior to commencement of duties.
- Must have professional attitude and show willingness to learn.
- Demonstrated ability to exercise accuracy and attention to detail while operating tills and cash
- Must be willing and able to undertake some physical work and minor lifting.
- Able to work with limited supervision, willing to learn and accept new ideas and demonstrate initiative.
- Cashier, retail, and customer service experience an asset.
- Basic knowledge of buffalo culture of plains peoples as it relates to the site's archaeology and history is an asset.
- First Aid Certificate considered an asset

Duties:

- Act as an ambassador of Head-Smashed-In Buffalo Jump World Heritage Site while maintaining a good sense of humour and performing all required duties in a positive, professional and cooperative demeanour, in all interactions with visitors and coworkers, including on-site supervisors and management.
- Greet each visitor in a professional and friendly manner.
- Take admission fees, record visitor statistics, operate cash register, POS machine and account for all income on a daily basis.

- Cash registers are to be operated accurately and efficiently, and as directed by the Head of Finance or designate. This includes opening preparations, reconciling daily transactions, and cash handling.
- Perform Gift Shop duties and requirements set out by VSC or designate.
- Awareness and Flexibility and keenness to learn is of utmost value.
- Report to Visitor Services Coordinator or designate, all Safety concerns and/or visitor conduct issues observed around the site.
- Study and adhere (both to the letter and the spirit) to policies and procedures as outlined.
- Participate in training and evaluation as requested by Visitor Services Coordinator or designate.
- Perform other assigned duties as directed by Visitor Services Coordinator or designate.

Performance Standards:

Visitor Services Staff are evaluated on their accuracy in handling admissions and special pass/promotions income, their thoroughness in performing their duties, attitude, punctuality, dependability, ability to work as part of a team, initiative, mature judgment, professional relationships with coworkers, management of visitors, flexibility and willingness to learn.

Reporting Relationships:

As designated by Pincher Creek and District Historical Society, Visitor Services Assistants will deliver services and meet performance standards under the direction of the Visitor Services Coordinator.

Other Notes:

This is a temporary wage position for 4 months; May 1, 2023 – September 4, 2023.

COMPLETE APPLICATION PACKAGE, MUST BE RECEIVED BY MARCH 14, 2023 4:00PM

Interviews scheduled for end of March.

We thank all applicants for their interest. All applications will be reviewed to determine which candidates best meet the needs of available positions. Only individuals selected for interviews will be contacted.



Pincher Creek & District Historical Society
 1037 Bev McLachlin Drive
 P.O. Box 2918
 Pincher Creek, AB T0k 1W0

NAME: _____
 (FIRST) (MIDDLE) (LAST)

ADDRESS: _____

PHONE: _____ **EMAIL:** _____

AREA OF INTEREST*

*APPLICANT MUST BE 16 YEARS OR OLDER TO WORK AT HEAD SMASHED IN BUFFALO JUMP

___ INTERPRETIVE GUIDE ___ CASHIER

Are you currently a student? Yes No School _____

Studies: _____

Are you interested in **Full time** or **Part time**? How many hours a week do you require? _____

(CIRCLE ONE)

Availability:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
From							
To							

Are you willing to work all holidays & weekends (including Sundays) **YES** **NO**

Do you require any time off for special tasks or events this season? **YES** **NO**

If yes, please indicate events & dates _____

What date are you able to begin working? _____

Have you previously worked at Head Smashed in Buffalo Jump? **YES** **NO**

If yes: Year(s) _____ Position(s) _____

Do you have reliable transportation to work? **YES** **NO**

Are you a Canadian Citizen? **YES** **NO**

Are you legally entitled to work in Canada? **YES** **NO**

Have you ever been convicted of a criminal offense for which a pardon has not been granted? **YES** **NO**

***DUE TO THIS BEING A SEASONAL POSITION REQUESTS FOR VACATION IN JULY AND AUGUST UNFORTUNATELY, CANNOT BE ACCOMMODATED.

AGREEMENT:

All information provided in this form, my resume and cover letter and information presented during the interview process is truthful to the best of my knowledge. I understand that falsification of any of this information or omission of any pertinent information may disqualify me from employment and/or will constitute grounds for dismissal. If hired I agree to do my duties to the best of my ability and show respect for the rules of Head Smashed in Buffalo Jump. I give Pincher Creek Historical Society permission to use the information on this form and any attached information for the use of hiring and employment purposes. I also understand that any offer will be conditional as all required information must be present at time of interview.

Applicant's Signature: _____ Date: _____

How to Apply:

Attention: Colleen Casey-Cyr, Pincher Creek & District Historical Society

Email: mail.kbpv@gmail.com

In person: 1037 Bev McLachlin Drive, Pincher Creek

Website: www.headsmashedin.ca

Package MUST INCLUDE:

- **Application Form**
- **Up-to-date resume with cover letter**
- **Current clear RCMP/Criminal Record Check including Vulnerable Sector Check**
- **Three current Work References including their current contact information.**