

Job Title: CASHIER
Location: Head-Smashed-In Buffalo Jump World Heritage Site
Employer: Pincher Creek and District Historical Society
Salary: \$15.00 - \$18.00/hr (depending on experience)
Hours: 36.25 hr/wk; rotating schedule; work most weekends
Closing: March 31, 2020, 4:00PM
Term: April 20 – August 31, 2020

About Head-Smashed-In Buffalo Jump:

Head-Smashed-In Buffalo Jump, a UNESCO World Heritage Site, and 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 and subjects 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 Coordinator you may work in a number of visitor services areas including Admissions Kiosk, Information Desk, Gift Store, and may assist with Special Events. You will greet visitors, take admission fees, group tour and education program monies, record statistics, conduct sale transactions, and account for income on a daily basis. You will provide accurate information about Head-Smashed-In Buffalo Jump World Heritage Site as requested by visitors. You may be asked to perform other duties by on-site supervisor. Our goal is to provide outstanding high quality customer service. Our ideal candidate must be able to work under pressure of high visitor volume and schedules with little direct supervision to provide excellent customer service at Head-Smashed-In Buffalo Jump World Heritage Site.

Qualifications:

- High School Diploma or Equivalent
- Possess a valid Alberta Driver's License and own transportation to and from work site or the Fort Macleod meeting location for free daily shuttle service (staff only)
- Current clear RCMP/Police Criminal Record Check (CRC). CRCs obtained at Police Station in the municipality where you reside. CRC must be submitted with application for employment, and further the (original document must be given to Employer prior to commencement of duties)
- Cashier and money handling experience preferred
- Must have professional attitude
- Strong verbal skills are necessary
- Able to work with limited supervision, willing to learn, and demonstrate initiative
- Must be willing and able to undertake physical demands including lifting and extensive standing
- Knowledge of Blackfoot Culture and Language an asset but not required

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.
- Pending your assigned workplace, your specific duties will vary accordingly. Flexibility and keenness to learn is of utmost value.
- When working at the *Information Desk* greet each visitor and provide them with accurate and helpful information in a professional and friendly manner. Respond to routine requests with accurate and helpful information including but not limited to providing relevant printed materials (brochures, maps, booklets) and/or electronic materials. Ensure that Travel Brochure Rack is full and orderly. Act as communications desk representative for all enquires, first aid and other emergency situations, answer phones, provide accurate visitor information, transfer calls and accurately record/pass on messages.

- When working in the *Admissions Kiosk*, greet each visitor and provide them with accurate and helpful assistance in a professional and friendly manner. Take admission fees, group tour and education program monies, record visitor statistics, operate the cash register, credit/debit card machine and account for income on a daily basis. Place wristband on each paid visitor.
- As a *Gift Shop Clerk*, greet each visitor in a helpful, professional and friendly manner, and assist as required. Sell merchandize and account for income on a daily basis. Provide knowledgeable information on gift shop merchandize and native arts. Assist with daily Gift Shop maintenance by tidying and stocking merchandise and cleaning as needed.
- Cash registers are to be operated accurately and efficiently. This include reconciling daily transactions from cash register, cash and credit transactions, account for all admissions, education fund and group tour admission, and/or gift shop sales income at the end of each day and report to the Head of Finance & Visitor Services or designate using approved processes and forms in a complete and legible manner. All monies to be handled as directed by Head of Finance & Visitor Services.
- Assist with Special Events as assigned.
- Be knowledgeable in what Head-Smashed-In Buffalo Jump offers as group tours and education programs – direct enquiries appropriately.
- Report to Visitor Services Coordinator or On-Site Supervisor all Safety concerns and/or visitor conduct issues observed around the site.
- Look for better ways to serve Head-Smashed-In Buffalo Jump World Heritage Site and its visitors and bring those ideas to the attention of the Visitor Services Coordinator.
- 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.
- Perform other assigned duties as directed by Visitor Services Coordinator and/or GOA On Site Supervisor.

Performance Standards:

Visitor Services Staff evaluated on interaction with visitors, accuracy in handling admissions income, their thoroughness in performing their duties, courtesy, 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. Practice of good hygiene and neatness is essential. Proper attire is mandatory; which includes Head-Smashed-In Buffalo Jump designated uniform; name badges, and comfortable closed toed shoes.

Reporting Relationships:

As designated by the Pincher Creek and District Historical Society, Visitor Services Assistants will deliver services and meet performance standards under the guidance of the Visitor Services Coordinator. For employment issues Visitor Services Staff must deal with their employer being the President of Pincher Creek & District Historical Society.

How to Apply:

Attention: **Colleen Cyr, Pincher Creek & District Historical Society**
 Email: **mail.kbpv@gmail.com**
 Fax: **403-627-5850**
 In person: **1037 Bev McLachlin Drive, Pincher Creek**

Application MUST INCLUDE up-to-date résumé with cover letter, three current references, current clear RCMP/Police Criminal Record Check

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.