

## Summary of Duties

Under the direction of the Guest Services Team Leader, the Point of Sale staff work in the various cash handling and annual pass sales locations throughout the park. POS staff give a positive first impression of our park through courteous and efficient customer service while receiving admissions, payment and processing retail sales.

## General Job Responsibilities

- Welcome visitors and conduct efficient and friendly admission and retail transactions.
- Provide exceptional customer service to guest inquiries.
- Cash handling, making accurate change and maintaining an accurate float.
- Balancing daily cash, debit and credit card receipts and reconciling with reports and cash float.
- Use of computer point of sale system and cash registers.
- Selling admissions, ride tickets and gift store merchandise.
- Respond to public enquiries.
- Administer basic First Aid as required and provide comfort and care to children in need.
- Ensure all City of London policies and practices are adhered to.
- Be flexible to work a variety of areas in the park as demanded from park needs.

## Qualifications / Experience

- High level of comfort in dealing with the public.
- Previous cash handling and balancing experience is an asset.
- Ability to function in a fast-paced, customer service environment
- Computer skills: CLASS, Excel, Word.
- Second language would be an asset (please include on your resume).
- Current Standard First Aid & CPR certificate prior to start date.
- Requires current Police Information Check satisfactory to the City of London.
- Completion of 100% staff training is a condition of employment

## Other Information

- Up to 18 weeks of employment. Shifts for this position will regularly be scheduled on weekdays, weekends and/or holidays, between May 1<sup>st</sup> and September 4<sup>th</sup>, 2017. Staff will be scheduled for 8-40 hours / week during May and June (depending on school / availability) and 24-40 hours / week through July and August. Mandatory training is scheduled during the first week of May.
- Positions will be filled on an ongoing basis. Hiring Clinics will be held on January 21, February 11 and March 25; applicants who reach this stage of the hiring process must be available to attend in person for one of these dates.
- **\*\* PLEASE name upload documents (resume, etc.) starting with your LAST NAME, then FIRST NAME**