

THE CORPORATION OF THE TOWN OF COCHRANE

Job Title: Guest Services Team Leader

Reports To: Manager, Polar Bear Habitat (PBH)

Status: Permanent Full-time

Salary: As per the PBH collective Agreement with Benefits and a Defined Benefit Pension

Hours of Work: 40 hours per week, including holidays and weekends

Work Location: Cochrane, Ontario

Position Summary:

The guest services team leader will be responsible for providing leadership and guidance to the guest services team, to ensure our guests are provided with outstanding customer service through their visit with us. Reporting to the Polar Bear Habitat Manager, this position will greet guests when they arrive at the facility, sell the appropriate admission pass and provide them with the information they will need to have an enjoyable visit. Other responsibilities include ordering and display of product in the giftshop, guest correspondence through phone, email, and social media, booking of tours and oversight of the guest services team members.

Summary of Position Responsibilities:

- Reporting to the PBH Manager, the Guest Services Team Leader will provide exceptional customer service to all guests.
- Acts as the main point of contact for all guest enquiries.
- Oversees the daily operation of all aspects of guest services throughout the Habitat. This includes but is not limited to, cleanliness of buildings and washrooms, pool water quality, the Snack Shack, Heritage Village and Snowmobile Museum.
- Liaises with tour organizations to plan and book group tours and additional guest experiences.
- Provides customer service support in all areas of The Habitat including, but not limited to, general inquiries, camping registration, booking group tours and online sales.
- Screen visitor calls and emails directed to the Polar Bear Habitat and forwards them as necessary.
- Acts as an advocate for the Polar Bear Habitat and surrounding Cochrane Community.
- Operation of POS system including cash and electronic sales and production of daily reports
- Oversees daily operation of gift shop including stock levels and visual merchandising.
- Works collaboratively with the Manager and Purchasing Officer to ensure that the gift shop and online store are stocked with quality products that are merchandised in a visually appealing manner.
- Communicates effectively with the Animal Care Team to provide accurate and pertinent information about the bears to guests.
- Communicates upcoming events to the public using platforms such as the PBH website and social media pages.
- Maintains up to date information on search engines such as Google.
- Contributes to marketing and promotional materials including, but not limited to, the Town of Cochrane Tourism Guide, brochures, and social media posts.
- Creation of informative/advertising material using pre-made templates and designs.

- Liaises with internal/external stakeholders (such as Community Programmer, Cochrane Tourism Association, Cochrane Public Library, School Boards etc.) to communicate event notices and collaborate on events.
- Assists during special events including equipment setup, running of the event and pack down.
- Assists Manager and Animal Care Team in the creation and implementation of events and fundraising activities.
- Assists the Manager with basic administrative tasks as assigned, including emails, phone calls and other written correspondence.
- Completes accident/incident reports, notifying the Manager of the same; contact appropriate emergency services as required.
- Assist in daily supervision and training of part-time/seasonal staff.
- Acts as a team leader for other guest services team members by providing daily tasks and guidance.
- Practice and promote positive attitudes and actions as a team player; recommend ideas and initiatives to enhance the workplace, recommend operational and capital facility upgrades.
- Follows the priorities established through the Manager of the Polar Bear Habitat and Director of Community Services.
- Follows policies and procedures set out by the Polar Bear Habitat Manager, Town of Cochrane, and Town Council.
- Performs other related duties as assigned including but not limited to sweeping, mopping and surface cleaning.
- Maintain basic up to date knowledge of polar bears, climate change and the Cochrane community and surrounding area.

QUALIFICATIONS:

Education, Experience, Certification & Licences

- Strong customer service/retail experience is essential.
- Strong interpersonal, verbal, and written communication skills in English is required.
- French communication would be considered an asset.
- Previous supervisory experience is an asset.
- Hospitality/tourism experience would be an asset.
- Ability to work weekdays, weekends and some holidays.
- Ability to work independently but also play an active role in a team environment.
- Ability to perform light manual labour including bending, stooping, lifting, and reaching.
- Must have a valid Ontario driver's license.
- Computer skills including Microsoft Office programs and video conferencing platforms.
- First Aid and CPR certified or willing to obtain.
- Valid criminal records check.

Who we are:

Located in Cochrane, Ontario, we are approximately eight hours north of Toronto and only four hours south of the James Bay - home to the Southernmost population of polar bears. With just over 24 acres of natural, sub-arctic terrain and boreal forest, the bears in our care are free to live their lives as they choose.

By focusing our efforts on only polar bears, we can dedicate our resources and knowledge to their individual welfare needs. We do not partake in captive breeding, rather we focus our efforts on increasing welfare standards and participating in conservation projects, which help us to gain a greater understanding of their species. To date, The Polar Bear Habitat has been involved in twelve studies in collaboration with universities and research organizations.

How to apply

We encourage qualified candidates to email their resume and cover letter to HR@cochraneontario.com on or before September 5th, 2023, at 3:00 PM.

The Town of Cochrane is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities (AODA). If you need accommodation during the recruitment and selection process, please call (705) 272-4361.

Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection Privacy Act.

We thank all applicants for their interest and advise that only those candidates selected for an interview will be contacted.