

### Job Ad

#### **Student Cinesphere Attendant (Customer Service Clerk)**

**Organization:** Ontario Place Corporation

**Job Term:** April 2021 to September 2021 (Term varies depending on positions)

**Salary:** \$14.25 to \$15.10 per hour

**Hours:** up to 36.25 hours / week, must be available evenings, weekends and holidays

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- Ontario Place Corporation (OPC) seeks engaging, outgoing and enthusiastic individuals to be part of the Theatre & Site Operations team providing visitors with exceptional Ontario Place experiences.
- If you strive to provide customers with a positive service experience and thrive in a fast-paced, team driven environment, then a career as a Student Cinesphere Attendant may be for you!

AMENDMENT: Please note the posting period has been extended.

### Work Description

#### **Duties include:**

- Work at the Cinesphere box office on computerized cash register to process tickets, recall and print reservations and apply discounts
- Verify cash float, balance daily payments, prepare cash deposit envelopes and designated work to complete closing procedures
- Know, understand and able to explain information to visitors about prices, discounts, special offers, voucher redemptions, directions, special events and other related services
- Provide excellent customer service by welcoming a diverse customer base, responding to customer complaints and resolving customer issues.
- Clean up after guests and clean work area
- Scan tickets and memberships cards in ticket systems
- Usher visitors in movie theatre according to admissions
- Enforce food/ drink policy, no photos, cell phone use during film
- Monitor and maintain an inventory of supplies
- Uses two-way radio to request assistance and information when necessary
- Other duties as assigned by the Supervisor, who has the authority to do so.

### Qualification Requirements

#### How do I qualify?

##### Mandatory

1. **Student Status:** All summer jobs require a “student” status. A student is defined as someone enrolled in a secondary or post-secondary institution (currently or for the fall semester) or has graduated within the past six months. If you graduated in January, you could apply for and start a summer student position in the Ontario Public Service up until June of that year.
2. **Age:** You must be a minimum of 18 years of age. There is no maximum age limit for applying to summer student positions. Age parameters will be provided on the job advertisement and you must meet all age requirements by May 1<sup>st</sup>.
3. **Residency:** You must be a resident of Ontario during the term of employment.
4. **Work Status – Ability to Work in Canada:** You must be legally entitled to work in Canada. You are also required to have a valid Social Insurance Number (SIN) upon being hired.
5. Minimum availability- Weekends, holidays, evenings and at least two weekdays

**Customer Service Skills:** You have experience providing in-person, front counter customer service responding to inquiries, providing advice and information, and resolving customer issues in a high-volume environment. Experience in a food/ cash handling and smart serve certification is an asset.

**Communication and Multi Tasking Skills:** You have excellent oral communication skills. You can multi-task and have the ability to quickly shift focus in a high paced service and sales environment.

**Problem Solving:** You have problem solving skills to assess situations and determine appropriate course of action. You are professional when interacting with customers.

**Collaboration and Organizational Skills:** You have flexibility and collaboration skills to effectively work in a team-driven environment and ensure that operational requirements are being met. You have planning and organization skills to organize and prioritize workloads while providing attention to detail.

**Sales and Financial Skills:** You have proven ability with respect to front-line sales and operating a computerized ticketing system. You have experience handling cash, and operating cash registers and point of sale machines to process monetary transactions. You can accurately calculate fees, collect money, balance floats, prepare deposits and reports.

**Computer Skills:** You have experience using computers (i.e. Intranet, Internet, databases, and electronic manuals) to research, retrieve and summarize information.

#### **How to Apply**

Please submit a resume and cover letter to [hr@ontarioplace.com](mailto:hr@ontarioplace.com) quoting the position number and title:  
**Job #3237 - Cinesphere Attendant (Customer Service Clerk)**  
in the subject line.

The deadline to apply is **Monday February 15, 2021 11:59 pm EST**. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening or an interview will be contacted.

For additional information about Ontario Place, please visit [www.ontarioplace.com](http://www.ontarioplace.com)