



The Joggins Fossil Institute (JFI), a non-government charitable organisation, is the lead organization that provides for the protection, presentation, and promotion of the natural heritage values of the Joggins Fossil Cliffs UNESCO World Heritage site for current and future generations.

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## POSITION DESCRIPTION

POSITION:	Customer Service Manager (Term)
TITLE OF IMMEDIATE SUPERVISOR:	Director
LOCATION:	Joggins Fossil Cliffs World Heritage Site and Joggins Fossil Centre
ANTICIPATED START DATE:	10 <sup>th</sup> April 2010
ANTICIPATED END DATE:	31 <sup>st</sup> October 2010
HOURS PER WEEK:	30 per week (minimum)
WAGE:	\$15.00 per hour (minimum, based on experience)

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## PURPOSE

The Customer Service Manager is responsible for the overall quality of the services offered at the Joggins Fossil Cliffs UNESCO World Heritage Site and for ensuring that high standards of customer care are met. The Customer Service Manager is the “front-line” leader for all visitor services staff.

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## ACTIVITIES

1. Leading the front line team of seasonal visitor services staff
2. Performing all duties related to the visitor service positions, including but not limited to :
  - a) Providing first-contact with visitors, answering questions and providing orientation to the site and its facilities,
  - b) Using an IT-based point of sale system,
  - c) Dealing with admissions,
  - d) Taking bookings in person and by phone/email, ensuring that all paperwork is completed, payments taken and participants are clear about the meeting place and time,
  - e) Provide safety and stewardship advice, which includes tide times and information on site stewardship and protection,
  - f) Provide retail services, including assisting with managing stock levels, merchandise displays, and retail areas,
  - g) Cash handling, providing assistance with managing floats, spare change and reconciling the day's banking,

- h) Providing tourism information services,
- i) Knowing and adhering to provincial legislation and JFI policies and procedures.

3. Creating weekly and daily schedules for visitor services staff
  4. Assisting in ensuring all areas (within the Centre/Grounds and World Heritage Site) are maintained
  5. Facilitating visitor service feedback
  6. Opening and closing the Joggins Fossil Centre to ensure safety, security and procedural guidelines are met
  7. Performing other duties as assigned
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## REQUIRED QUALIFICATIONS

- Graduate of a degree or diploma program
- Leadership training and/or experience
- Customer service experience
- Criminal Record Search and Child Abuse Registry (done after recruitment)
- Training or equivalent experience using computers and office equipment
- Valid first aid/CPR certification (for the duration of the term of employment)
- Valid Driver's license

## PREFERRED QUALIFICATIONS

- Completion of relevant certifications, e.g., Super Host, human resources training, etc.
- WHMIS certification
- Second language proficiency (French preferred)

## REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience in leading a team
- Ability to work efficiently alone with limited supervision
- Excellent communication and organizational skills
- Professional appearance and conduct
- Ability to understand tide times and the scheduling of events in relation to natural constraints
- Ability to remain composed during high-pressure situations while prioritising and remaining professional at all times
- Capable of working flexible hours including most weekends, holidays and evenings

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## CRITICAL SUCCESS FACTORS

- A committed team leader who is passionate about their personal and professional development
- The ability to learn and to present acquired knowledge to third parties
- Positive attitude, friendly and self-confident nature with the patience to deal calmly and professionally with continual demands of customers and staff
- Flexible; punctual; professional; reliable; and not afraid of change
- Alert mind with an attention to detail. The ability to cope with stress to resolve conflict while being comfortable with multitasking and taking initiative, and responsibility