

## JOB POSTING DETAILS

<b>Employer</b>	Ontario Bushplane Heritage & Forest Fire Education Centre (Canadian Bushplane Heritage Centre)	<b>Job Type</b>	RI
<b>Job Title</b>	Flight Crew	<b>Duration</b>	Full Time
<b>ES Job ID</b>	13301	<b>Location</b>	Sault Ste Marie
<b>Date Posted</b>	September 2, 2022	<b>Closing Date</b>	September 29, 2022

### Job Overview - Description & Duties

CBHC Flight Crew are responsible for the overall guest experience, and ensure all aspects of the experience meet or exceed guest expectations (service, security, cleanliness, etc.). Flight Crew are progressively trained in all operational areas of CBHC and are assigned an area of work daily, with the expectation of cross-over and support for all team members.

#### Responsibilities and Duties:

- Actively greets and engages with all guests, in person and on the phone.
- Conducts the Start Up and Shut Down procedures on the floor, turning on/off lights and exhibits.
- Conducts display and building maintenance check as per procedure and submits report to Management. Advises the Curator and/or the Executive Director Immediately of maintenance issues that could negatively impact the guest experience and/or employee or guest health and safety.
- Manages movie schedule and greets guests attending the movies.
- General maintenance of the building grounds, exhibits and gift shop, including weeding, garbage disposal, wiping down exhibits and gift shop displays, sweeping/mopping floor, cleaning washrooms, minor maintenance repairs, etc.
- Maintains general knowledge of displays in order to be able to answer visitor questions and give general tours.
- Conducts school and bus tours as scheduled.
- Provides guidance to Field School students, when necessary.
- Complies with all health and safety policies and maintain knowledge of emergency procedures. Maintains security of building.
- Maintains knowledge of events, products and gift shop in order to advise and sell to visitors.
- Processes guest transactions and conducts cash balancing at end of shift.
- Assists with setup of events, as directed, including tables, chairs, staging and more.
- Prepares and serves snacks and beverages for Café.
- Assists guests with the Northern Nature Trade.
- Other duties as assigned

#### Accountabilities:

- Understanding of basic math to ensure accuracy of cash transactions and reporting.
- Interaction with the public, external agencies and authorities, suppliers, contractors and staff shall result in positive acts and actions.
- The employee shall obtain, maintain and retain all required licenses, certificates, and documents required of the position.
- Ensures work is performed in safe manner according to the occupational health & safety act and CBHC health and safety policies.

#### Work Environment:

- This is a part-to-full time paid position.
- Vacation is paid as per the Employment Standards Act.
- Hours of Work are set by the supervisor and can include evenings and weekends.

---

### **Required Skills**

- Experience in retail, sales or customer service environment.
- Excellent interpersonal and customer service skills.
- Strong written and verbal communication skills.
- Proven self-starter who is capable of working in a team and independently.
- Demonstrated innovation and creativity in solving challenges.
- Good attention to detail and ability to adhere to policies and procedures.
- Working at Heights and Smart Serve certifications, an asset.
- Proven maintenance skills, an asset.

### **Other Requirements**

NA

### **How to Apply**

Applicants are welcome to submit their resume to: [employmentsolutionsjobs@saultcollege.ca](mailto:employmentsolutionsjobs@saultcollege.ca) and quote Job ID #13301

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.