



COMPETITION

CAREER OPPORTUNITIES:

Ingenium - Canada's Museums of Science and Innovation is currently seeking a dynamic individual to fill the position of:

CLERK, RESERVATIONS

Reference Number: 2018/2019-CSTMC-141

Salary Range: \$40,710.58 - \$49,526.05 **Level:** 2

Employment Status: Term / Full-time for 11 months

Language Requirements: Bilingual (BBC/BBC)

Security Requirement: Enhanced reliability

Position Number: 9613

Branch: Human Resources

Who can apply? Ingenium - Canada's Museums of Science and Innovation employees and external candidates

Summary of Duties:

Reporting to the HR Program Manager at Ingenium – Canada's Museums of Science and Innovation, the customer relations team (CRT) delivers quality customer service to Ingenium clients, while supporting the museums in reaching their revenue and attendance objectives. The CRT is the first point of contact at Ingenium and its museums and provides information to visitors to promote programs, services and activities to increase revenue and attendance. The CRT is responsible for program reservations, collecting payments and following up to facilitate receiving visitors. It is also responsible for managing general information requests and transferring calls to the appropriate representatives.

The standard weekly hours are: SWW 37.50 Hrs (5 days consecutive Mon.- Sun.)

Education and Experience:

As an ideal candidate, you have successfully completed secondary school education or an acceptable combination of education, training and experience.

You also have experience in the following areas:

- minimum of two (2) yrs of experience in customer service and in telephone service and writing email correspondence;

- minimum of two (2) yrs of experience with Windows, Microsoft Excel and Word;
- minimum of one (1) yr of experience in general office procedures, on cash system and processing of payments;
- minimum of (one) 1 yr of experience in a computerized work environment.

RATED REQUIREMENTS

Knowledge:

- general knowledge of the mandate of the Corporation;
- of customer service standards and practice;
- of cash systems, credit card terminal and payment procedures;
- of telephone service standards and procedures.

Abilities:

- to work in a fast pace environment;
- to set priorities;
- to work within a team;
- to write emails in a clear and efficient manner;
- to communicate clearly and efficiently and in both official languages;
- to work in a computerized environment

Personal Suitability:

Organized and efficient
 Meticulous
 Reliable
 Excellent communication skills
 Effective team player
 Good judgment

The CSTMC is committed to the principles of employment equity.

Résumés received for this position will not be accepted after the indicated closing time (midnight) and date.

Please note that only candidates who are selected for the next stage of this selection process will be contacted. As a result of this competition, we may establish an eligibility list that may serve to staff similar positions.

If you are interested in this opportunity, please forward your cover letter and curriculum vitae indicating the reference number **2018/2019-CSTMC-141** in your email's Subject line, no later than the closing date to: **competition@ingeniumcanada.org**

Posting Date: January 9, 2019

Closing Date: January 22, 2019

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