

## Customer Service Representative

The Vancouver Aquarium, an Ocean Wise initiative, is a globally recognized leader in connecting people to our natural world. We take pride in the steps we take towards conserving aquatic life every day. Our focus on engaging visitors, connecting students, facilitating direct action and understanding the world around us contributes to protecting our world's oceans

### Role Overview

As Customer Service Representative at the Vancouver Aquarium, an Ocean Wise initiative, you will be working within a team to create the ultimate visitor experience for all visitors. Your days will be filled with fun and varied tasks and you will have the opportunity to engage, amaze and inspire thousands of visitors of all ages and from all around the world! With a focus on customer service, you will be assisting visitors from the parking lot to the Galleries, as well as the 4D Theatre Experience and our temporary visiting exhibits.

We require the following:

- **Team Contributor:** you work cooperatively with others to complete tasks.
- **Customer Focus:** you strive to exceed customer expectations
- **Positive Attitude:** you have an upbeat attitude, even when faced with challenging situations
- **Communication:** strong verbal communication skills.
- **Self-motivated:** you take initiative and work well with minimal supervision.
- **Problem Solving:** ability to multitask and manage multiple customers of varying ages and personalities and requests in a high stress environment
- **Organization & Management:** ability to juggle multiple tasks and priorities in a busy work environment

Applicants must present well and conduct themselves professionally. You will be required to safely lift equipment of up to 30 lbs. Related work or volunteer experience is an asset, but not a requirement as you will attend Customer Service Ambassador training.

Part time hours are available from May to the end of June, including evenings and weekends. With good performance, there may be an opportunity for continued full time employment during July and August.

Please email your resume and cover letter in **one PDF file** by 4:00pm, on Thursday, May 13<sup>th</sup>, 2021 to:

Ms. Tania Evans-Doyle  
Manager, Vancouver Aquarium  
PO Box 999  
Vancouver, BC V1V 1V1  
JobSearchNTC@gmail.com

## Trade Show Representative

At Coquihalla Marine Parts and Power, our dedicated team has provided quality services to over 25,000 satisfied customers since 1985. We pride ourselves on the quality of our vessel restoration service, level of customer care and being a family owned and operated business for over 30 years.

### Role Overview

As a Trade Show Representative, you will work as part of a team attending trade shows and events to showcase our service with new market trends, technologies and innovations. You will also promote our service to attendees regarding future maintenance or upgrading possibilities. Professional appearance must be maintained as a brand ambassador, while engaging passers-by to draw them into the display.

We require the following:

- **Team Contributor:** you work cooperatively with others to complete tasks.
- **Customer Focus:** you strive to exceed customer expectations
- **Positive Attitude:** positive, outgoing personality
- **Communication:** strong communication skills.
- **Self-motivated:** You take initiative and work well without continual supervision.
- **Problem Solving:** ability to multitask and manage multiple customers and requests
- **Organization & Management:** ability to juggle multiple tasks and priorities in a busy work environment

Applicants must present well and conduct themselves professionally. Ensuring cleanliness and organization of our small engine products display is imperative. Related work or volunteer experience is an asset, but not a requirement.

Full time hours are available from late June to late August. With good performance there may be continued opportunity for repeat employment in future years.

Please email your resume and cover letter in **one PDF file** 4:00pm, on Thursday, May 13th, 2020 to:

Ms. Tania Evans-Doyle  
Manager, Coquihalla Marine Parts and Power  
PO Box 999  
Vancouver, BC V1V 1V1  
JobSearchNTC@gmail.com