



# BUILD A CITY. BUILD A FUTURE.



## Community Services Assistant 2 – Museum Front Desk

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.*

*City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward.  
**Build a City. Build a Future at the City of Surrey***

### Scope

Museum of Surrey is a cultural facility with a mission to ignite imaginations and connect Surrey's diverse population and communities through participation, engagement, and stories. As a Community Services Assistant 2 – Front Desk, you will have excellent customer service skills, and an enthusiastic approach to work. You will perform front counter and receptionist duties, as well as clerical work of limited complexity.

This is an auxiliary position which will include weekend, weekday, and evening shifts.

### Employment Status

Union - CUPE Local 402 – Auxiliary.

### Responsibilities

- Front line customer service in person and over the phone.
- Maintain the public areas and gently re-enforce the Museum Code of Conduct.
- Register clients, manage waitlists, and maintain statistics and facility logs.
- Maintain the distribution of brochures and information.
- Administer daily cash procedures as required.
- Assist with the open/close duties of the facility; monitor safety and security situations and implement procedures as needed.
- Assist with the organization of tours including greeting, taking payment, and distribution of worksheets.
- Log all incidents and deal effectively and respectfully with all customer concerns.
- Ensure that the City's policies and procedures are met during the performance of ongoing duties.
- Provide routine information to the public regarding programs and the facility in a courteous and professional manner.
- Perform other job-related duties as required.

### Qualifications

As the successful candidate you must be able to demonstrate your outgoing customer relation skills. You will also have:

- Completion of Grade 10 supplemented by some office experience or an equivalent acceptable combination of training and experience.
- Emergency First Aid Certificate and CPR Certificate.
- Strong interpersonal, customer service and public relations skills.

INTEGRITY • SERVICE • TEAMWORK • INNOVATION • COMMUNITY

Help us build a world-class city. We are hiring talented innovators seeking meaningful work to drive our city - and their careers - forward.  
Apply online at [www.surrey.ca/careers](http://www.surrey.ca/careers)



# BUILD A CITY. BUILD A FUTURE.

- Some understanding and knowledge of cultural programs is an asset.
- Cash handling experience is also considered an asset.

## Other Information

- Pay Grade: Schedule D
- Hourly Rate: \$23.85 (2024 Rate)

Applicants under consideration will be required to consent to a Police Information Check/Vulnerable Sector Check.

Successful applicants must provide proof of qualifications.

## Apply

If you are interested in this opportunity, please apply at <https://www.surrey.ca/about-surrey/jobs-careers> to Job ID 6640.

INTEGRITY • SERVICE • TEAMWORK • INNOVATION • COMMUNITY

Help us build a world-class city. We are hiring talented innovators seeking meaningful work to drive our city - and their careers - forward.  
Apply online at [www.surrey.ca/careers](https://www.surrey.ca/careers)

