



JOB TITLE:	Kiosk Assistant/ Junior
EMPLOYMENT TYPE:	Seasonal, Casual / Hourly
POSITION THIS JOB REPORTS TO:	General Manager
DEPARTMENT:	Tour Services
COMPANY:	Songhees Tours

1.0 POSITION OVERVIEW

As a Junior Kiosk Assistant, you will play a key role in the daily operations of the kiosk, ensuring customers receive excellent service, transactions are handled efficiently, and the kiosk is well-maintained. This position requires strong communication skills, a positive attitude, and the ability to work in a fast-paced environment.

2.0 RESPONSIBILITIES

- 1. Customer Service:**
 - Greet and assist customers in a friendly and professional manner.
 - Handle customer inquiries and resolve issues promptly.
 - Provide product recommendations and promote sales.
 - Share Songhees history, language, and traditions with tour groups in a welcoming and respectful way.
 - Answer guest questions and make sure they feel comfortable and engaged.

- 2. Sales & Transactions:**
 - Process sales transactions accurately and efficiently.
 - Operate a point-of-sale system and handle cash or card payments.
 - Ensure compliance with company policies regarding sales transactions.

- 3. Kiosk Maintenance:**
 - Maintain cleanliness and organization of the kiosk.
 - Restock products and ensure displays are appealing and well-maintained.
 - Follow opening and closing procedures as required.



4. Teamwork and Support:

- Collaborate with team members to ensure smooth operations.
- Follow company policies and safety guidelines at all times.
- Work closely with the General Manager and other team members.
- Help with tour setup and cleanup, including equipment checks and safety gear.

3.0 COMPETENCIES

1. Skills and Competencies:

- Strong communication and interpersonal skills.
- Ability to handle cash and operate a point-of-sale system.
- Positive attitude and willingness to learn.
- Ability to work flexible hours, including weekends and holidays.
- Basic math skills for handling transactions.
- Reliability and punctuality.

4.0 QUALIFICATIONS AND EXPERIENCE

- Previous retail, customer service, or kiosk experience is a plus but not required.
- No formal education is required; training will be provided.
- Must be comfortable interacting with customers in a fast-paced environment

The Kiosk Assistant is expected to fulfill all their duties in a manner that coincides with the cultural and core values of Songhees Nation: *Eyē? Sqâ'lewen, with One Heart and One Mind, we commit to Help one another, to Forgive one another and to Love one another with Respect, Honesty and Courage.*

6.0 HOURS OF WORK / CONTRACT TERM

- **Hours:** This is a casual, hourly position. Hours will vary based on season and tour bookings.
- **Contract Term:** Ongoing, based on tour demand.

7.0 WORKING CONDITIONS

- The Junior Kiosk Assistant reports to the General Manager.
- Work is primarily indoors at the kiosk location.
- Requires standing for long periods and occasional lifting of products.
- Shift-based work, including weekends and public holidays.



8.0 REPORTING RELATIONSHIPS

The Junior Kiosk Assistant reports to the Kiosk Manager/Supervisor.

9.0 FINANCIAL ACCOUNTABILITIES & REPORTING

- Responsible for accurate cash handling and sales transactions.
- Must keep track of any money handled and ensure receipts are recorded properly.
- Expected to follow company financial policies and report any discrepancies to the General Manager.

If you are enthusiastic about providing great service and enjoy working in a dynamic setting, we would love to hear from you! Apply now by submitting your resume and a brief cover letter outlining your interest in the role.