



Job Description

Summer Hospitality and Engagement Assistant

Summary:

Reporting to the Curator Director, and liaising with Interim Program Coordinator and Museum Coordinator, the Summer Hospitality and Engagement Assistant supports Eldon House in its delivery of Summer Programs, including tea service, fundraiser's and educational events onsite at London's oldest home and heritage museum. This position will also support Coordinators in engagement projects both digitally and onsite. Eldon House employs two Summer Hospitality and Engagement Assistants who work together with volunteers to ensure patrons enjoy a pleasant experience at Eldon House.

Key Objectives:

- Checks in with the Interim Program Coordinator (or designate) to open and close the Interpretive Centre at the start and finish of each shift.
- Liaises with the Program Coordinator to determine daily tea reservations/event bookings.
- Manages and is responsible for a cash box with a daily float of \$200.
- Sets up tables and chairs.
- Maintains sanitary conditions in kitchen, including clean serving ware and linens, as well as additional COVID-19 cleaning measures.
- Prepares afternoon tea, including food items.
- Welcomes visitors, confirms reservations, encourages House tours.
- Serves customers and takes payments (cash, debit or credit).
- Works to create a digital presence representing Eldon House positively.
- Creates and runs educational events onsite.
- Assists with other summer events including fundraiser's, outreach, and educational programs.
- Independent projects will be assigned during quiet periods.
- Performs other related duties, as assigned.

Qualifications:

- A Canadian citizen.
- Between the ages of 15-30.
- Strong interpersonal, organizational and time management skills.
- Digital and social media skills required.
- Self-motivated with ability to communicate effectively with customers and co-workers.
- Excellent customer service with capacity to work independently and collaboratively.
- Experience with serving and cash handling an asset.
- Training in a tourism, hospitality or food service program an asset.
- Familiarity with Workplace Hazardous Material Information Systems (WHMIS) an asset.
- A Food Handling Certification is an asset.
- A SmartServe license is an asset.

Dimensions:

This part-time position is a Canada Summer Jobs project funded through Service Canada and is part of the CUPE bargaining unit. It is a 30-hour workweek, running 5 days a week (Wednesday through Sunday) between the hours 11:00 and 5:00 p.m. This summer position operates from June 24 to August 22, 2021.

Eldon House is an equal opportunity employer. We thank all applicants, but must advise only those selected for an interview will be contacted.

Please submit a cover letter and resume in writing via email by 5:00pm, Friday, May 21, 2020 to:

Nicoletta Michienzi
Eldon House Museum Coordinator
Email: nmichienzi@eldonhouse.ca