

## **Cothrom Cosnaidh | Employment Opportunity**

### **Hospitality Clerk**

#### **Baile nan Gàidheal | Highland Village**

Reporting to the Manager of Visitor Experience, the Hospitality Clerk will lead the Baile nan Gàidheal | Highland Village hospitality program, which is focused on enhancing the visitor experience for over 10,000 cruise ship and special tour visitors we welcome between June and October.

#### **Primary Accountabilities:**

- Work with Visitor Experience team to facilitate hospitality program for cruise ship passengers, tour groups and special events.
- Lead and coordinate volunteers to assist with hospitality program (serving hot beverages and oatcakes to our visitors after completion of their tour), including onboarding and scheduling.
- Order supplies and maintain inventory (oatcakes, beverages, serving items, recipe cards, etc.)
- Coordinate and participate in hospitality set-up, service and clean-up along with volunteers, in compliance with food handling requirements.
- Document and report visitor inquiries and interests
- Ensure the safety of the visitor by identifying and reporting potential risks as per reporting procedures
- Provide helpful information to visitors such as location of washrooms, further information on stories, local directions, etc.

#### **Our Ideal Candidate:**

- Strong organizational and administration skills
- Enjoys working with the public
- Experience in hospitality or another coordinating role
- Food Handlers Certification (or willingness to obtain)
- A positive attitude with ability to manage change
- Excellent time management skills
- Lover of all things 'Museum' (preferred, but not essential)
- A willingness to accept feedback and make recommendations on how to improve and grow our hospitality program

**Salary Range & Benefits:** \$23.00/hour, 24 hours per week.

**Employment Equity Statement** Our goal is to be a diverse workforce that is inclusive and representative, at all job levels, of the communities we serve. We encourage applications from all equity groups. If you are a member of an equity group, please self-identify on your electronic application.

**How to Apply** Only electronic applications will be accepted. To apply, send a resume and cover letter to Jessica Farrell, Visitor Experience Manager, at [jessica.farrell@novascotia.ca](mailto:jessica.farrell@novascotia.ca). Please ensure you demonstrate in your application how you meet the above qualifications.

Applications must be received by end of day on Wednesday, May 14, 2025.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.