



Lottery Kiosk & Sales Attendant (Show home) Casual

Calgary Health Foundation is a philanthropic organization established in 1996 to unite donors, hospitals, health care providers and community partners with the ambitious aim of revolutionizing health outcomes. Together, we continue to transform lives by establishing extraordinary health programs — early stroke intervention, a world class urology clinic and brain institute, precision neonatal care and advanced trauma centres. Through collaboration, unrelenting persistence and a sharp focus on care, wellness and research, we are unyielding in our efforts to ensure Calgarians receive the most progressive health care in the world — because our loved ones and yours deserve nothing less.

Our Hospital Home Lottery is a fundraising event for the Foothills Medical Centre, Peter Lougheed Centre, Rockyview General Hospital and South Health Campus.

THE ROLE

The show home staff have a key role in the operations of the Hospital Home Lottery Show home. As a staff member you are responsible for:

- Representing the Calgary Health Foundation Hospital Home Lottery in a professional and friendly manner; respond to general inquiries and provide information to customers.
- Maintaining a clean, welcoming atmosphere – sanitizing and keeping the show home clean and tidy.
- Setting up the Show home prior to the home being open to the public (signage, supplies, POS machines, etc.); packing up supplies and locking the show home once closed.
- Providing outstanding customer service when assisting customers. Supporting ticket sales inquiries, as well as directing purchasers to locations to buy tickets including the website, call centre, QR codes on POS Pads and Signs.
- Supporting purchasers through their online order form, and if absolutely needed help them to fill out the ticket request forms.
- Assisting with promotional activities, including opening the show home for media set-up, arrival, or tours.
- Preparation of any required incident reports.
- Assisting the Show home Manager with any issues that may arise at the show home.
- Ensuring sales locations are updated with any new information including the 50/50 on the Dry Erase Board at the Show home; staying up to date on the prize details, deadlines, 50/50 value, and Cash Calendar prizes for customer inquiries.

- Coordinating with Courier and Security for smooth show home operations.
- Dressing in business casual manner and wearing a Hospital Home Lottery name tag.
- Packing up all the show home supplies in an organized fashion at the end of the lottery.
- Always representing the Calgary Health Foundation in a professional and friendly manner; responding to general inquiries and providing information about the lottery to customers.
- Ensuring adherence to the Foundation's cash handling policy, processes and procedures as well as the Foundation's health and safety policy.

WORKING CONDITIONS

- Travel to lottery home
- Standing for long periods of time

APPLICATION INFORMATION

Salary Range: \$20 - \$21 per hour, depending on the skills and experience of the successful candidate(s).

We thank all applicants for their interest in this role and Calgary Health Foundation; please note that we will only be contacting candidates selected for an interview. This opportunity will remain open until the successful candidates are identified.

To explore this opportunity further, please send your resume and cover letter, in confidence to:

Rosaline Akinokun
Director, People & Culture
rosaline.akinokun@calgaryhealthfoundation.ca