



Show home Manager 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 Manager is a key role in the operations of the Calgary Health Foundation Hospital Home Lottery Grand Prize Show home. As the Show home Manager you are responsible for:

- Set up the Show home prior to the home being open to the public (signage, supplies, etc.)
- Be the point of contact for all staff throughout the course of the lottery
- Maintain a complete and up to date staff roster with all required staff information
- Ensure all staff members have completed the employee and payroll forms
- Train new staff and assist Program Coordinator with the staff briefing for each lottery
- Manage the staff schedule including shift changes and accommodating requested days off, and manage time sheets
- Submit payroll hours to Calgary Health Foundation
- Work directly with SOA Program Coordinator to resolve employee issues
- Report attendance, sales, and feedback from the community to Program Coordinator at the end of each sales weekend
- Oversee and review the preparation of any required incident reports, report to the Program Coordinator

- Respond to and deal with customer complaints to resolution, report to the Program Coordinator
- Solve and report any operational issues to the Program Coordinator.
- Responsible for supplies and purchasing of supplies needed and submitting receipts
- If you are not on shift, you are the first point of contact for show home staff questions, or concerns before escalating to the SOA program Coordinator
- Pack up all the show home supplies in an organized fashion at the end of the lottery.

In addition to the Show home Manager responsibilities, you are responsible for the same responsibilities as the show home staff:

- Representing the Calgary Health Foundation Hospital Home Lottery in a professional and friendly manner; respond to general inquiries and provide information to customers.
- Maintain a clean, welcoming atmosphere – sanitizing and keeping the show home clean and tidy.
- Provide outstanding customer service when assisting customers and support ticket sales inquiries, as well as direct purchasers to places to buy tickets including the website, call centre, QR codes on signs, and the print order form.
- Assist with promotional activities, including opening the show home for media set-up, arrival, or tours.
- Preparation of any required incident reports
- Ensure sales locations are updated with any new information including the 50/50 on the Dry Erase Board. Stay up to date on the prize details, deadlines, 50/50 value, Cash Calendar prizes for customer inquiries.
- Dress in business casual manner and wear a Hospital Home Lottery name tag
- Show home staff are casual employees. The Manager will be engaged once show home planning begins, and the staff's first day will be the briefing meeting. The final day of employment will be the "meet the winners" day.

WORKING CONDITIONS

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

APPLICATION INFORMATION

Salary Range: \$27 per hour.

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.

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 candidate is identified.

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

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