

Train Driver / Customer Service Representative



The Government of Canada funded this job through the Canada Summer Jobs program. [Learn more about the program.](#)

To apply for this job, you must:

- Be aged between 15 and 30 years old on the start date of the job;
- Have a valid Social Insurance Number (SIN); and
- Be a Canadian citizen, a permanent resident of Canada, or a person who has been granted refugee status in Canada.

International students and other temporary residents of Canada are not eligible.

As an equal opportunity employer, we are committed to providing:

- Opportunities for youth that are underrepresented in the labour market
- Opportunities for youth in rural areas, remote communities, and official language minority communities
- Opportunities for youth with disabilities or with organizations that provide services to persons with disabilities

Employment Period: 8-week position must be completed between April 21, 2025 – August 30, 2025.

Hours per week: 34 hours

Remuneration: \$17.85/hr

Positions Available: 3

Position Requirements:

The Train Driver and Customer Service Representative (CSR) is responsible for the operation of the Safari Express Miniature train by driving and narrating, as well as the safety of all guests on the locomotive. The Train Driver and CSR is responsible for the day-to-day ticket sales using a POS system, selling merchandise within the Grizzly Giftshop, Dino Den Giftshop and the Cool Cubs Ice Cream.

Key Responsibilities:

- Responsible for driving and narrating the train on a daily basis for guests of the GVZoo.
- Manage transactions with customers using a POS (point of sales terminal) by processing cash and credit card transactions.

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- Enters information into POS systems.
- Issue receipts, refunds, change and/or tickets
- Processes new and renewal of membership, address and name change, and lost membership card transactions.
- Process and verify online tickets, memberships, and gift certificates
- Resolve complaints and concerns from the zoo's guests and members.
- Troubleshoot and re-issue lost membership cards
- Redeem stamps and coupons
- Welcome customers, answer their questions, help them locate enclosures, and provide advice or recommendations.
- Thank guests for visiting the zoo as they leave
- Relay information to guests regarding memberships, tours, donations, closed enclosures. etc.
- Answer the customer information phone line and respond to routine inquiries
- Operates the Cool Cubs Ice cream machine.
- Processes Grizzly gift shop transactions and maintains the shelves of the Grizzly Giftshop.
- Assists with special events as needed.
- Light janitorial duties as needed.
- Adheres to all GVZoo and department policies and practices.
- Practices the GVZoo SOP Customer Service Standards.
- Demonstrates respect for the Greater Vancouver Zoo and the people who work, volunteer at, and visit the facility
- Must be willing to work on weekends and holidays.