



**Job Title:** Customer Service “Elf” Christmas Market  
**Work Location:** On-site @ Fort Edmonton Park, other locations TBD  
**Contract:** November 18, 2024 to December 22, 2024

[Edmonton Christmas Market](#) at Fort Edmonton Park — a winter festival destination for discovering regional brands and makers, food and culinary experiences, live entertainment, activities and more.

We are seeking motivated and vibrant individuals to join our site team for the Edmonton Christmas Market (ECM) team. Reporting to the Operations Manager and Customer Experience Manager the **Customer Service Elves** will assist with Retail Services at the Edmonton Christmas Market.

### **JOB DETAILS**

**Job Title:** Customer Service Elf  
**Start Date:** November 18, 2024  
**End Date:** December 22, 2024  
**Location:** Fort Edmonton Park, 7000 143 Street NW  
**Report to:** Customer Experience Manager  
**Schedule:** Flexible, 5-44 Hrs per week (evenings + weekends), subjective to scheduling  
**Payment Type:** Contractor

### **JOB DELIVERABLES**

Delivery of high level customer service at the Edmonton Christmas Market. This includes, but is not limited to:

- Be on site at the Edmonton Christmas Market at Fort Edmonton Park to support the event team Nov 18 - Dec 22, 2024 and training/orientation
- Box Office Sales and Ticketing, scanning, line management and event entry management.
- Moving supplies, set up and tear down of stations and products(may require heavy lifting)
- At all times acts as a host and brand ambassadors with a positive attitude spreading joy/holiday cheer! You help set the tone for other staff, vendors and customers each day.
- Being a communicative, flexible and effective member of our tight-knit team
- Being available for discussions wrt feedback on-site from customers/partners, report back to manager. Daily customer feedback logs.
- Helping with collection of POS devices or POS outages with vendors or partners
- Adhering to and enforcing strict workplace, health and safety policies on site, when applicable
- Other duties as assigned.

### **Minimum Qualifications**

- Strong customer service and communication skills to work with vendors, contractors and guests.
- Experience with cash handling and technology based payment systems is an asset.
- Acts with integrity when unsupervised
- Willing to “pitch-in” and assist the ECM team and be a team player.
- Self-starting personality with an even disposition.
- Successful applicants must be available to work for the entirety of the Edmonton Christmas Market, which may include pre-production and post production. Vacation blackout period is in effect from November 18, 2024 to December 22, 2024 Wednesday through Sunday.

**Compensation:** Hourly contract starting at \$18/hour.

Please send a cover letter, resume and two references to [hello@wearewildheart.com](mailto:hello@wearewildheart.com).

**Job Title:** Site Coordinator, Edmonton Christmas Market