

**THEMUSEUM
JOB POSTING**



JOB TITLE: Visitor Services Coordinator (full-time, 37.5 hours per week Wednesday - Sunday)

DEPARTMENT: Sales & Operations

REPORTS TO: Visitor Experience Manager

JOB PURPOSE:

This position provides customer service to visitors, processes sales/transactions and carries out administrative tasks related to admissions, memberships, merchandise purchases, sales figures and provides information to visitors about what is in the building and what events/ programs are taking place. The position makes announcements about daily programming, and coordinates deliveries with facilities and events.

PRIMARY DUTIES AND RESPONSIBILITIES:

Customer Service:

- Serves as primary ambassador to THEMUSEUM, welcoming visitors, providing orientation and information about exhibitions, programs, and events.
- Provides information about and sells memberships.
- Communicates with the Visitor Experience Manager regarding incidents at the museum, visitor feedback and inquiry.
- Working with the Visitor Experience Manager, is the point of contact in emergency situations, making calls, closes admissions during emergency procedures, contacting the necessary Emergency Services and staff in emergency situations.

Point of Sale and Bank Deposits:

- Performs admissions desk duties from opening to closing by:
 - Registers visitors and provides them with information about THEMUSEUM
 - Serves as receptionist and greeter for guests arriving for meetings or individual appointments.
 - Ensures tidy front desk with up-to-date materials and handouts.
 - Handles cash and credit card transactions accurately.
 - Takes deposits to the bank once a week.
- Promotes and sells THEMUSEUM's memberships to reach monthly revenue goals.

Administration:

- Creates daily sales reports and supports the Controller with any spreadsheet.
- Distributes Daily Information Sheets to all staff.
- Answers the phone and emails, directs phone inquiries to the appropriate department.

Gift Shop and Merchandise:

- Completes visual merchandising in the gift shop.
- Inputs data relevant to each item and controls inventory.
- Creates promotional deals and discusses new merchandise ideas.
- Orders and re-stocks existing merchandise items.

SKILLS AND QUALIFICATIONS:

EDUCATION:

Two year Community College Diploma related to customer service, business, retail management, museums, and communications.

The following are assets to the position:

- Smartserv designation

- First Aid and CPR designations

EXPERIENCE REQUIRED:

One year related experience, including:

- Experience of working and managing in a customer service ideally in a museum setting
- Ability to deal confidently with emergency situations
- Experience with cash handling and POS systems
- Extremely organized, good use of time management, ability to multi-task constantly

ENVIRONMENT

Substantial exposure to hazards such as noise, cold and odour

EFFORT – PHYSICAL AND SENSORY

Substantial time spent keyboarding, repetitive motion

Substantial time spent listening, and observing, and concentration of precise work

Substantial time spent standing

About THEMUSEUM

THEMUSEUM's vision is to awe, inspire and enlighten and staging permanent and temporary experiences for both children and adults. Located in downtown Kitchener, THEMUSEUM is a charitable organization, unique in its field. THEMUSEUM offers a blend of art and technology at play and provides an opportunity for children and adults to learn in a fun, imaginative, non-traditional, creative environment. www.THEMUSEUM.ca.

POSTING DATE: Friday, February 23, 2018

CLOSING DATE: Sunday, March 4, 2018 by 4pm

Please direct resumes & cover letters to:

THEMUSEUM

10 King Street West Kitchener, ON N2G 1A3

Attention: Andrea Jimenez

Fax: (519) 749-8612

Email: Andrea.Jimenez@THEMUSEUM.ca

We thank all interested applicants; however, THEMUSEUM will contact only those candidates to be interviewed. No phone calls please.