

Division: Marketing & Visitor Experience

Department: Visitor Services

Position Type: Part-Time, Term (November 13, 2022 to April 2, 2023, with possibility of becoming permanent part-time)

Closing Date: Open until filled

Organization Summary:

The Manitoba Museum is the province's largest award-winning heritage and science centre. It is unique in its combination of human and natural history themes and renowned for its vivid portrayal of Manitoba's rich and colourful history, Planetarium shows, and Science Gallery exhibits. The Museum features immersive dioramas, multi-dimensional interpretation, science and astronomy education, and quality school and community programs. The Museum protects over 2.8 million artifacts and specimens in its collections, including the Hudson's Bay Company Museum Collection.

Position Summary:

Reporting to the Visitor Experience Coordinator, the **Visitor Experience Associate** is an outgoing and sales-oriented individual with strong customer service and organization skills. This key front-line position is the first point of contact for many Museum visitors and is responsible for processing admission, membership, and merchandise sales promptly, as well as, creating a positive visitor experience. The Associate provides visitor assistance and direction throughout the public areas of the Manitoba Museum including the Box Office, Reception Desk, Planetarium entrance, Museum Shop, and visitor amenities, as well as, works in close collaboration with the Membership & Data Coordinator. The Associate must exercise professionalism, initiative, and sound judgment enthusiastically when working with internal and external customers. Fluency in both official languages is considered an asset.

A Day in the Life - Visitor Experience Associate

<https://www.youtube.com/watch?v=uERQUkvYHck>

Salary/Rate:

The pay range for this position begins at \$14.79 per hour.

Conditions of Employment:

- Child Abuse Registry Check
- Criminal Record Check with Vulnerable Sector Check
- Voluntary COVID-19 Vaccination status declaration

Applications will be accepted until this position is filled. If you are interested in this opportunity, please submit a resume including a cover letter and schedule availability to:

Manager of Volunteer & Employee Relations

Manitoba Museum
190 Rupert Avenue
Winnipeg, Manitoba
Canada R3B 0N2

hr@manitobamuseum.ca

Fax: 204-942-3679

The Manitoba Museum is committed to inclusion and employment equity and welcomes diversity in the workplace. This document is available in other formats and accommodations will be provided throughout the selection process upon request. Contact Human Resources at 204-956-2830 if you have an accommodation request.

We thank all applicants for their interest; however, only those being considered for interviews will be contacted. We are not able to acknowledge receipt of applications submitted via Fax or mail.

VISITOR EXPERIENCE ASSOCIATE
PART-TIME, TERM (November 13, 2022 to April 2, 2023) RENEWABLE

DIVISION: Marketing, Sales, & Visitor Experience

DEPARTMENT: Visitor Services

JOB DESCRIPTION:

Pay Group 2

General

Reporting to the Visitor Experience Coordinator, the Visitor Experience Associate is an outgoing and sales-oriented individual with strong customer service and organization skills. This key front-line position is the first point of contact for many Museum visitors and is responsible for processing admission, membership, and Shop merchandise sales in a timely manner, as well as, creating a positive visitor experience. The Associate provides visitor assistance and direction throughout the public areas of the Manitoba Museum including the Box Office, Museum Shop, Planetarium entrance, and visitor amenities, as well as, and works in close collaboration with the Membership Coordinator in respect of membership sales and the Shop Merchandiser/Buyer in respect to Shop sales. In addition, this position provides logistical support and services for Museum rental facility clients. The Associate must exercise professionalism, initiative, and sound judgment in an enthusiastic manner when working with internal and external customers. Fluency in both official languages is considered an asset.

Criminal record, vulnerable sector and child abuse registry checks will be required of the successful candidate. Proof of COVID-19 vaccination will be required of the successful candidate.

Key Accountabilities & Typical Duties

A. Priority 1: Facilitate a Positive Visitor Experience (40%)

To facilitate a positive experience for all visitors and internal and external customers to encourage repeat visits and Museum loyalty (membership).

- i. Maintain a constant staff presence in the appropriate public areas, provide crowd supervision, and greet and engage the general public, members, school groups, and group tours in a positive enthusiastic manner.
- ii. Assist in maintaining excellent housekeeping standards in frontline line areas at all times – including ensuring workspaces and visitor amenities are well-stocked and accurate signage is visible to visitors.
- iii. Respond to inquiries in person, over the phone, and through email by following proper Museum procedures and communication etiquette.
- iv. Respond to and resolve visitor inquiries, calling upon the appropriate Supervisor/Manager as needed.
- v. Usher and supervise visitors in the Planetarium Theatre, open/close theatre doors in between shows, and examine and scan tickets and membership cards for entry using the ticket scanners.
- vi. Make public and Planetarium show announcements over the loudspeaker.
- vii. Stay up to date on Museum events, promotions, and procedures to inform and assist visitors.
- viii. Provide general information and direction to visitors about other tourist attractions in Manitoba.
- ix. Assist in providing instructions, assistance, and guidance to visitors in the event of an emergency.
- x. Communicate malfunctioning equipment to the appropriate Supervisor/Manager.

B. Priority 2: Process Box Office & Museum Shop Sales (40%)

To process admission, membership, and Shop merchandise sales in a timely and accurate manner with the goal of increased sales.

- i. Conduct opening and closing procedures on cash registers, prepare bank coin orders, reconcile daily records for cash-outs, and prepare daily deposits.
- ii. Maintain a high accuracy rate by entering customer details into the database, processing various payment/paperwork forms with efficiency, and following proper payment handling procedures.
- iii. Process Box Office admission sales to all permanent venues and temporary exhibitions including control and maintenance of payments using Vantix ATMS+ and Point-of-Sale (POS) hardware and software.
- iv. Use appropriate selling techniques to engage visitors in Shop products, process sales and perform inventory control management (pricing, merchandising, and invoicing), as well as, the control and maintenance of payments using Counterpoint and Point-of-Sale (POS) hardware and software.
- v. Tactfully up-sell admission tickets to memberships and recommend additional sales options to visitors such as Shop products and special events or programs dependent on visitor needs to maximize revenue per transaction.

C. Priority 3: Support of Department and Organization (15%)

To provide support within the Visitor & Member Services department, as well as, for various Museum departments to assist in the organization's ability to function more effectively.

- i. *Visitor & Member Services:* Checking reception voicemails/emails and calling in other Visitor Services Associates on days a Supervisor/Manager is not scheduled to work, accepting deliveries at the front desk, and preparing membership letter mailings.
- ii. *Programs/Birthday Parties/Rentals/Sleepovers:*
 - a. Processing customer payments at the Box Office ensuring that all internal procedures are properly followed.
 - b. Provide logistical support and services for Museum rental clients, including setup and takedown of equipment; liaising with the client during the event; and troubleshooting as required.
 - c. Assist caterer and other outside vendors during rentals, including liaising between client and caterer during the event; and clean up at end of the event.
- iii. *Volunteer Services:* Assist with the training and supervision of volunteers in the Museum Shop.

- iv. *Marketing*: Assist with visitor feedback surveys/contests and flyer distribution preparation as required.

D. Priority 4: Other (5%)

- i. To provide support to other staff members with other duties as reasonably assigned.

MINIMUM REQUIRED QUALIFICATIONS:

Education, Training and Experience

- ii. Completion of high school diploma
- iii. Minimum one year of experience in a retail/sales work environment using a Point-of-Sale (POS) system
- iv. Minimum one year of experience handling/accounting for various forms of payment, or
- v. An equivalent combination of education and experience
- vi. Experience working in a museum or non-profit organization is considered an asset
- vii. Experience working in a unionized environment is considered an asset

Skills, Abilities and Knowledge

- i. An enthusiastic and friendly manner with a genuine desire to provide outstanding customer service
- ii. Effective written/oral communication, interpersonal, organization, and mathematical skills
- iii. Demonstrated ability to engage effectively with culturally diverse audiences/audiences of varying age
- iv. Demonstrated understanding of retail sales principles, customer service practices, and ability to recognize and capitalize on sales opportunities
- v. Basic cash handling skills and understanding of security practices in a sales environment
- vi. Demonstrated knowledge and skill in Microsoft Office and Windows applications
- vii. Ability to multi-task, work as part of a team, and take initiative independent of direct supervision
- viii. Ability to creatively problem solve and work under pressure to meet tight deadlines
- ix. Ability to remain calm in stressful situations and be flexible to last-minute requests
- x. Demonstrated knowledge and understanding of the requirements of proper business demeanour, including professionalism, conscientiousness, reliability, punctual attendance, and appropriate time management
- xi. Fluency in French and/or an alternative language is considered an asset
- xii. Experience in maintaining accurate database records and merchandising displays is considered an asset
- xiii. Experience working with and managing volunteers is considered an asset

Working Conditions and Physical Demands:

The physical demands and work environment described here are representative of what an employee encounters while performing the essential functions of this position:

- i. Ability to exert up to 10lbs of force and occasionally lift/move objects up to 30lbs, such as boxes
- ii. Ability to sit and/or stand for at least 2 consecutive hours
- iii. May occasionally involve stooping, kneeling, bending, crouching/squatting, pushing/pulling, reaching above the shoulders, and climbing ladders
- iv. Operation of standard office equipment is required (i.e. phone, computer, copier, etc.)
- v. Day-to-day moderate noise in open setting; exposure to loud noise may occur due to large groups or special events

Conditions of Employment:

- i. Must be available to work 3-5 shifts per week during the Museum's regular operating hours including weekdays, weekends, and holidays
- ii. Must be available to occasionally work late evenings, early mornings, and split shifts as required
- iii. Clear Child Abuse Registry Check

This is a part-time, term position from November 13, 2022 to April 2, 2023, with the possibility of renewal and/or becoming part-time, permanent. Fluency in both official languages is an asset. The incumbent will report to the Visitor Experience Coordinator. The pay range is \$14.79 - \$18.76 per hour. **Availability for weekend (Saturday & Sunday), weekday, and occasional evening shifts is essential.** Applications will be received until the position is filled.

Please submit your resume including a cover letter and schedule availability to:

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