

JOB DESCRIPTION

SUMMER VISITOR EXPERIENCE ASSOCIATE



Reporting to the Programs & Outreach Coordinator, the Visitor Experience Associate creates a warm and welcoming environment for all visitors to the Canmore Museum, the NWMP Barracks Provincial Historic Site, and participants in our events and programs. The Visitor Experience Associate is responsible for a broad range of duties working closely with staff to assist visitors in their enjoyment and understanding of exhibitions, programs, events, local history and information, and services. This is a front-line staff position engaging directly with members of the public providing welcoming and relevant information; processing admissions, memberships, donations, and gift shop sales, monitoring exhibition spaces and visitor compliance, and expertly answering questions and addressing concerns.

The Canmore Museum is located in Treaty 7 territory; a land treaty signed between Queen Victoria and the Îyârhe (Stoney) Nakoda (Bears paw, Chiniki, and Goodstoney), the Blackfoot Confederacy (Kainai, Piikani, and Siksika), and the Tsuut'ina Nations in 1877. This area also encompasses Métis Battle River Territory, Rocky View District 4. The Bow Valley was home to many Indigenous Peoples prior to recorded history, and frequented by the Ktunaxa (Kootenay), Secwépemc (Shuswap), Dene, and Mountain Cree among others.

DUTIES AND RESPONSIBILITIES

Visitor Services

Responsible for complete front-of-house services for visitors including:

- Processing transactions for museum admission, memberships, donations, programs and events;
- Daily cash handling and reconciliation;
- Providing accurate and engaging information on the exhibitions, events, and programs of the Canmore Museum, local information and directions for visitors;
- Responding to all inquiries whether in person, on the phone, or online regarding exhibitions, events and programs;
- Related administrative and customer service tasks.

Museum & Site Attendance

Responsible for on-site monitoring of exhibit spaces and historic sites including:

- Monitor the exhibition space or site for the purpose of artifact and artwork protection;
- Ensure visitors follow health and safety protocols, and guidelines within the exhibition space/site;
- Engage the public in conversation about exhibitions and the key messages of the exhibitions through formal or informal interactions;

- Conducts opening and closing procedures for gallery and historic sites, inspecting the site for the safety, security, and condition of objects, displays, and assets, and reports any issues.
- Prepares gallery and site for visitor use including conducting general custodial duties and other tasks as required.
- Keeps accurate records of the number of admissions, memberships, and donations received on a daily basis, and collects visitor statistics for reporting purposes.

Retail Services

Provide retail and customer support in the Museum Gift Shop and other locations when required:

- Processes in person retail transactions; monitor online sales of items, program and event tickets;
- Contributes to achieving sales targets; and track sales.
- Conducts daily cash reconciliation and assist with monthly reconciliation;
- Maintains the integrity of gift shop inventory through accurate receiving procedures, tracking stock levels, flagging when items need re-ordering, restocking items, maintaining accurate pricing and records, and participating in inventory counting;
- Upholds exceptional customer service;
- Provides accurate product information;
- Respectfully engages with artists whose work is on consignment and learns how to communicate the vision of their work to the public;
- Packs items for shipping and moves of inventory as required;
- Keeps retail, office, and exhibit areas clean, orderly, and free of obstructions. Light custodial duties are required.

SKILLS

- Is customer service-oriented, and possesses excellent oral communication skills.
- Demonstrates the ability to be self motivated and take initiative.
- Demonstrates the ability to learn, and seeks to continuously improve.
- Has experience providing retail services, processing financial transactions, and tracking sales.
- Is willing to learn about Canmore's history, the human and natural history of the Canadian Rockies, and of Treaty 7 Territory and Indigenous Peoples living in this area, in particular Stoney Nakoda culture.
- Can demonstrate an understanding of the principles of Truth and Reconciliation and national commitments towards them.
- Is comfortable interacting with people of all age groups and abilities.
- Is curious, creative, adaptable, and can pivot when situations require.
- Is diplomatic and respectful of all cultures, backgrounds, and identities, and can respond to feedback with openness and understanding.
- Has some understanding, education, or interest in exhibitions and historic sites.
- Has strong organizational skills, and can demonstrate attention to detail.
- Has proficiency with, (or demonstrates both interest and capacity to learn) with Google Workspace, Microsoft Suite, and other software.

QUALIFICATIONS

Applicants must comply with the requirements of the Canada Summer Jobs program including:

- Be between 15 and 30 years of age at the beginning of the employment period.
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment.
- Hold a valid Social Insurance Number at the start of employment and is legally entitled to work in Canada.

Applications should also:

- Have completed (or will in 2024) a high school diploma, or are preferably enrolled in post secondary education.
- Possess basic physical fitness. This position may require standing for long periods, lifting and moving of boxes of up to 20 lbs, commuting outdoors between locations, and going up stairs.
- Education in art, history, or museum studies will be considered an asset.
- Experience working or volunteering in arts organizations, galleries, or museums, will be considered an asset.
- Fluency in English is required. Fluency in a second language is considered an asset.

POSITION DETAILS

This summer term position is expected to commence on **June 10, 2024 and end on August 31, 2024**. This is an hourly position with a rate of \$20.50 an hour, working 37.5 hours per week. Evenings and weekends work may be required. Please note that accommodation is not provided. **This position is pending funding from the Canada Summer Jobs program.**

APPLYING TO THE CANMORE MUSEUM

The Canmore Museum is committed to promoting diversity within our organization. We strive to provide and maintain a fair and equitable environment for all by valuing and respecting individual differences and those of the community we serve. Qualified applicants of all abilities and backgrounds will be considered.

To apply for this position, please forward your cover letter and resume to info@canmoremuseum.com with the email subject line "Summer Visitor Experience Associate Application". General enquiries about the position can also be directed to this same email.

Closing deadline for applications is **April 26, 2024 at 4:00pm MST**. Only candidates selected for the interview will be notified. Interviews will take place the week of May 6, 2024.