

# VISITOR SERVICES & RETAIL COORDINATOR

## ROLE DESCRIPTION

**LOCATION:** Canmore, Alberta (on-site)

**REPORTS TO:** Operations Manager

**POSITION TYPE:** Full-time, 37.5 hours per week, Wednesdays to Sundays

**SALARY:** \$22 per hour

**BENEFITS:** Full health benefits plan after 3-month probation period

**VACATION:** A 4% vacation pay entitlement will be accrued and included with each pay

## ABOUT THE CANMORE MUSEUM

The Canmore Museum connects people through the stories of our mountain town and landscape. We strive to create engaging and inclusive experiences that inspire curiosity, spark conversation, and foster a deeper appreciation for the history and culture of Canmore and the Bow Valley.

## ABOUT THE POSITION

The Visitor Services & Retail Coordinator at the Canmore Museum is responsible for creating a welcoming and engaging experience for visitors while overseeing the museum's retail operations. Reporting to the Operations Manager, this role includes managing front desk operations, processing admissions and memberships, training and supervising volunteers, and providing exceptional customer service. The Visitor Services & Retail Coordinator also curates and manages the museum shop, sourcing and merchandising local products that reflect the museum's mission, tracking sales, and maintaining inventory. Additionally, they support museum events and programs by assisting with logistics and visitor engagement. The ideal candidate has a passion for storytelling, community engagement, and creating memorable visitor experiences.

## RESPONSIBILITIES

### RETAIL

- Manage all aspects of the museum shop, including product selection, inventory management, merchandising, and sales.

- Source and showcase locally made and mission-aligned products that tell Canmore's story.
- Track sales and analyze retail performance, implementing strategies to drive revenue.
- Maintain accurate records of transactions, stock levels, and supplier relationships.

## **VISITOR SERVICES**

- Serve as the first point of contact for visitors, providing a warm and welcoming experience.
- Process admissions, memberships, and program registrations.
- Provide information about museum exhibits, programs, and events.
- Train and supervise volunteers to ensure excellent customer service.
- Handle visitor inquiries and feedback, ensuring a positive guest experience.
- Maintain membership records and process membership purchases and renewals.
- Assist the Operations Manager in developing and implementing events and outreach for the Museum's membership program.

## **ADMINISTRATION**

- Provide phone reception for the Museum's visitor services phone line.
- Respond to general inbox emails and inquiries.
- Assist with programming and events, working flexible hours when necessary.
- Maintain bookings and manage installation and takedown of community banners at the NWMP Barracks.
- Assist with social media, newsletter, and Museum blog content.
- Assist the Operations Manager in all aspects of Museum administration, including processing paperwork, conducting research, and maintaining records and statistics.

## **WORK ENVIRONMENT**

The Visitor Services & Retail Coordinator is one of four positions that form the core team who oversee the functions of museum practice and operations at the Canmore Museum. The Canmore Museum is committed to fostering an inclusive and accessible environment where all employees and members of the public feel valued, respected, and supported. We are dedicated to building a workforce that reflects the diversity of the public and the communities in which we live and serve.

## **JOB QUALIFICATIONS**

The ideal candidate will have:

- A Bachelor of Arts degree in history, education, museum studies or other related field (preferred)
- Progressive retail experience with a minimum of 2 year's retail management experience, ideally in a museum/gallery environment. This includes merchandising, ordering, tracking sales, inventory, cash handling, cash registers, and POS systems
- Excelling communication and time management skills
- Ability to maintain healthy working relationships
- Computer skills including POS systems (Square preferred), and Google Workspace
- Knowledge of and enthusiasm about the history and community of Canmore and the Bow Valley

## **HOW TO APPLY**

We thank all candidates for their interest, however only those selected for an interview will be contacted.

The **deadline for applications is March 28, 2025**. Interviews will take place both in-person and virtually between March 31 to April 3, 2025 with a planned **start date of April 16, 2025**.

Please send a detailed resume and cover letter to:

Attention: Operations Manager | [operations@canmoremuseum.com](mailto:operations@canmoremuseum.com).