

Visitor Services Attendant

September 11, 2019

ORGANIZATION:

Vancouver Maritime Museum

DEADLINE:

September 18, 2019

ORGANIZATION DESCRIPTION:

The Vancouver Maritime Museum is located within Vanier Park just west of False Creek on the Vancouver waterfront. The main exhibit is the St. Roch, an historic arctic exploration vessel used by the Royal Canadian Mounted Police. The museum also has extensive galleries of model ships, a Children's Maritime Discovery Centre, a re-creation of the fo'c'sle (forecastle) of Captain Vancouver's ship Discovery, an extensive collection of maritime art, and a large library and archives. Our mission is to be a centre for dialogue, education, research, artistic expression and experience regarding the maritime heritage of the Pacific and Arctic Oceans.

JOB DESCRIPTION:

The Vancouver Maritime Museum seeks a creative, energetic, enthusiastic person to work as a Visitor Services Attendant. The successful applicant will be responsible for greeting and assisting patrons, providing information and promoting activities and events, cashiering and attendance reporting, as well as managing groups and monitoring special events. This is an auxiliary position with a maximum of 17 hours per week. Typically, 1-2 shifts per week.

RESPONSIBILITIES:

Some illustrative examples of work include:

- General museum reception, greeting the public, special guests, members and groups in a cheerful, receptive manner at all times.
- Ensures a positive and safe experience for all Museum users including exhibit visitors, program participants, and those participating in on-site rentals.
- Provides and maintains accurate information about the Museum, exhibits, programs and services.
- Processes admissions, program fees, membership fees, and various payments through a Point of Sale system; cash, debit and credit cards, and balances all intakes at Session End before submitting to the Accounting department.

- Opens/closes Museum and exhibit areas.
- Is attentive to and responds to Museum and Exhibit Security and emergency response at all times.
- Performs regular checks of galleries and maintains awareness of gallery activities.
- Light gallery/exhibit cleaning.
- Assists with other duties as required.

QUALIFICATIONS:

- Ability to follow verbal and written instructions, and function effectively without direct supervision when required.
- Ability to establish and maintain effective working relationships with staff and visitors.
- Excellent computer skills including the ability to use Excel, Word and Outlook.
- General experience and skills with A/V devices and sound systems.
- Strong leadership skills.
- A flexible work schedule will be expected, including daytime, evening, and weekend shifts.

HOW TO APPLY:

Please apply via email with a resume and cover letter to the attention of:
Operations Associate

Email: operations.associate@vanmaritime.com

REMUNERATION:

This auxiliary position falls under the jurisdiction of CUPE local 15.
P/G 11 (current rate: \$16.32 per hour) plus 12% in lieu of benefits.

Contact Name: Operations Associate, Vancouver Maritime Museum

Contact Email: operations.associate@vanmaritime.com