



Western Development Museum
North Battleford

Box 183, Hwys 16 & 40
North Battleford, SK S9A 2Y1

P: 306-445-8033
W: wdm.ca

The Western Development Museum - North Battleford is seeking a

Visitor Services Associate

Are you a people person who enjoys meeting visitors from around the world? **Are you passionate** about customer service and creating exceptionally welcoming experiences for people with diverse backgrounds and abilities? **Are you proud** of Saskatchewan's history and enthusiastically share it with other people?

If so, we might like to meet you.

We are looking for a Visitor Services Associate to assist with all aspects of visitor, reception and gift shop services at the WDM North Battleford.

Our Visitor Services Associate is responsible for,

- Providing exceptional customer service by welcoming and orienting visitors to the Museum.
- Coordinating reception and gift shop services including processing admissions, membership and retail sales.
- Working with volunteers and assisting with public programs and events.
- Assisting with facility rentals as required.

We are looking for a Visitor Services Associate who is,

- Personable – able to work well with many different people.
- Knowledgeable – able to answer questions from visitors regarding Saskatchewan history and North Battleford tourism.
- Comfortable working in a retail gift shop – able to quickly identify and assist customers to find just the right gift.
- Willing to take training courses as deemed necessary.
- A strong communicator – able to present information to both small and large groups of people.

The detailed job description outlining required skills, qualifications, and hours of work is attached. The wage is \$11.50 - \$14.50 per hour. This is a part-time position.

If you're interested in joining our team, please send a resume and cover letter showing how you meet the requirements of this position.

Applications will be accepted until the positions are filled.

Please send your application to:

Visitor Services Associate Selection Committee
Western Development Museum
P.O. Box 183
Jct Hwy 16 & 40
North Battleford, SK S9A 2Y1

Email: jsmith@wdm.ca

We thank everyone interested in this position but will only be contacting selected applicants.



Visitor Services Associate Job Description

Employment Status:	Part time
Pay Scale:	\$11.50-\$14.50 /hour
Location:	WDM North Battleford

Under the direct supervision of the Administrative Assistant/Gift Shop Manager and working cooperatively with all members of the Customer Service Team, the Visitor Services Associate is responsible for ensuring guests have a positive museum experience. The Visitor Services Associate creates a welcoming museum atmosphere, provides exceptional reception and gift shop services and assists with museum programming and rentals as required.

RESPONSIBILITIES

1. Visitor Services

- Provides exceptional customer service by greeting visitors appropriately, orienting them to the Museum, and addressing any questions or concerns.
- Engages visitors by providing information about the Museum's galleries and highlighting things to see and do during their visit.
- Assists guests by responding to questions and providing information on the WDM, volunteer opportunities and local tourist information.
- Actively promotes and sells WDM memberships.
- Assists with the operation of the gift shop, programming activities and rentals as required.

2. Reception and Gift Shop Services

- Coordinates reception and gift shop services including;
 - Opening and closing procedures for the reception desk and gift shop.
 - Answering phones in a professional manner, and routing calls as necessary.
- Processes retail, admission, rentals, donations and membership sales appropriately and accurately through the WDM's POS system.
- Ensures the Gift Shop is properly maintained including, stocking supplies, maintaining inventory, and cleaning to optimize the appearance of the retail sales floor and all merchandise.

3. Administration

- Maintain a clean, organized, and safe work environment.
- Maintains accurate attendance and sales records.
- Observe safety and risk management procedures in public areas and work spaces.
- General office and other duties as assigned.

RELATIONSHIPS

The Visitor Reception Associate will provide a Visitor-centric approach to patrons of the Museum, ensuring exceptional internal/external customer service and engagement

The Visitor Reception Associate must maintain and encourage positive and professional relationships with the public, WDM board members, staff, and volunteers.

The Visitor Services Associate works collaboratively with Museum staff, volunteers and members.

SUPERVISION and MENTORSHIP RESPONSIBILITIES

This position has no supervisory responsibilities of Museum employees, but may supervise volunteers, interns and student staff as required.

EXPECTED OUTCOMES

1. Visitors feel welcome in the Museum and have a positive experience.
2. High accuracy processing admission and gift shop sales.
3. Reception and gift shop areas are well maintained, welcoming and aesthetically pleasing.
4. Building security and visitor safety is maintained throughout the museum.

PHYSICAL DEMANDS and WORKING CONDITIONS

While performing the duties of this job, the employee is regularly required to:

- Communicate respectfully with patrons having diverse backgrounds and abilities.
- Engage in moderate physical activity including standing, walking, and sitting for extended periods.
- Use hands to feel and manipulate tools, equipment and materials and reach with hands and arms.
- Lift and/or move up to 23 kg (50 lbs.) pounds with assistance.
- Comfortable working in reception, gift shop, museum gallery and office settings.
- Employee Benefits Plan as per WDM Employees' Handbook which includes a 7.5% employer-matched pension plan.
- Health and dental benefits, sick time benefits, long term disability.
- Museum is open Sunday to Saturday with shifts being scheduled accordingly.
- Working a modified work week to accommodate some evenings, weekend work and special events may be required and will be scheduled in advance.

KNOWLEDGE / SKILLS

1. Skills, Abilities, and Knowledge

- Outgoing, polite and friendly with highly developed verbal communication and customer service skills.
- A positive attitude and strong work ethic with exceptional attention to detail.
- Able to respectfully engage and converse with people of all ages, backgrounds and abilities.
- Able to accurately manage cash and inventory.
- Demonstrable organizational and problem-solving skills, with proven ability to work independently, balance multiple priorities, and manage time effectively.
- A team player, able to develop and maintain effective working relationships with employees, volunteers, members and staff.
- Proficient operating POS systems as well as Microsoft Office 365 programs.
- Able to follow policies, procedures, and instructions to accomplish assigned tasks accurately and appropriately.
- Able to work a flexible schedule, including evenings and weekends, to accommodate the programming needs of the Western Development Museum.
- Interest and knowledge of Saskatchewan heritage. Knowledgeable about Western Development Museum locations and North Battleford tourism attractions, accommodations and restaurants.
- Ability to lift up to 23 kg (50 lbs.) with assistance.
- First Aid/CPR/AED training (or willingness to learn)
- Valid Saskatchewan Class 5 driver's license (or able to arrange reliable transportation)
- Willingness to train in skills as required.

2. Education and Experience

- High school or G.E.D. essential.
- Experience working in retail, customer service, or similar positions.
- Prior experience working in a museum or gallery environment is desirable.