



Western Development Museum
Saskatoon

2610 Lorne Avenue
Saskatoon, SK S7J 0S6

P: 306-931-1910
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The Western Development Museum - Saskatoon 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 exceptional experiences for a diverse population of visitors? 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 and gift shop services at the Western Development Museum - Saskatoon.

Our Visitor Services Associate is responsible for:

- Welcoming and orienting visitors to the Museum.
- Admissions, membership and retail sales in the gift shop.
- Working with volunteers and assisting with public programs and events.

We are looking 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 Saskatoon tourism.
- **Comfortable working in a retail gift shop** - able to quickly identify and assist customers find just the right gift.
- **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 starts at \$12. per hour. The work schedule is part time casual with up to 25 to 50 hours per 2-week pay period.

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 must be received by May 16, 2021.

Please send your application to:

Visitor Services Associate Selection Committee
Western Development Museum
2610 Lorne Avenue
Saskatoon, SK S7J 0S6

Email: careers@wdm.ca

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

Job Title: Visitor Services Associate	Position: SK 3.1 VS Date Approved: January 18, 2021
Immediate Supervisor: Gift Shop Manager	Role:
Department Supervisor:	Department: Visitor Services
Direct Reports: N/A	

Position Mandate: Works cooperatively with all members of the visitor services team to create a positive Museum experience that includes a welcoming Museum atmosphere, providing exceptional reception and gift shop services, and assisting with Museum programs and rentals as requested.

Representative Duties

Visitor Services

- Acts as the first point of contact for visitors, greeting them appropriately, orienting them to the Museum.
- Engages visitors by providing information about the Museum’s events and galleries and highlighting things to see and do during their visit.
- Assists visitors by responding to complaints, concerns, and questions and providing information about the WDM, volunteer opportunities and local tourist information.
- Assists visitors with information and directions on programming activities and rentals as required.
- Actively promotes and sells WDM memberships.
- Tracks visitor numbers, recording information in accordance with established procedures and assigned codes.
- Assists with visitor amenities in the lobby area (e.g. bulletin board changes, brochures, ATM machine, etc.)
- Performs opening and closing procedures for the visitor services counter and cash register.

Gift Shop

- Assists customers with requests and queries, processes purchases and returns.
- Assists with gift shop operations by stocking supplies, re-packing and pricing stock, maintaining inventory, and cleaning to optimize the appearance of the retail sales floor and all merchandise.
- Assists with displays and decorations as needed.
- Assists with the annual inventory count, reconciling counts with the computer database.
- Follows procedures and standards when processing retail, admission, rentals, donations and membership sales data through WDM’s POV system.
- Performs opening and closing procedures for the gift shop and cash registers.
- Selects, sets up and sells merchandise during special events and sales. Dismantles set-up post-event.

Administration

- Advises the Gift Shop Manager regarding supplies and merchandise needed.
- Handles the Museum switchboard, providing information or referring calls as appropriate and the paging system, making announcements as required.
- Maintains a clean, safe and organized work environment.
- Maintains accurate attendance and sales records.
- Undertakes other duties as assigned.
- Assists with the training of casual and summer staff on the basics of using the cash register and processing gift shop sales.

EDUCATION AND EXPERIENCE

The position requires a grade 12 or GED and pertinent experience in retail sales or customer service. Prior experience working in a museum or gallery is desirable. An equivalent combination of education and experience will be considered.

ACCOUNTABILITIES

- Guests and visitors feel welcome and satisfied with all services provided.
- Guests report being well informed of museum events and gallery highlights.
- Contributions to the visitor services team's efforts are consistent, willing and helpful.
- The gift shop is well maintained, welcoming and aesthetically pleasing.
- Customers experience knowledgeable and professional sales support.
- Entries into the POS system and other applications are timely, accurate and appropriate.
- Willing to take direction from supervisors and they receive relevant and timely information as per established procedures.
- Staff receive the assistance they need to deliver services under tight timelines as requested.
- Positive and professional relationships and communications with internal and external contacts essential to performing the position's duties are established and maintained.
- Staff, volunteer, visitor, and public observations regarding the incumbent are positive and appreciative.
- Occupational health and safety requirements are maintained.
- The incumbent's work areas are maintained in a professional and organized manner. Project work areas are always cleaned after usage.
- Policies, procedures, laws and regulations relevant to the position are followed.
- Building security and visitor safety are maintained in area of work performed.

JOB SCOPE

Plans and prioritizes own workflow to complete a range of assignments with competing deadlines. Undertakes a variety of routine duties, working with established policies, guidelines and procedures. Applies some discretion when performing assigned tasks, within established standards.

EFFORT

Experiences occasional high volumes of work. Must juggle assignments to ensure availability to prioritize responding to queries from internal and external sources.

WORKING CONDITIONS

The incumbent works at the reception desk and in the gift shop. The work is moderately physical and includes the use of cleaning products. Occasionally lifts moderately heavy loads, and uses readily available assistance in the handling of heavy loads.