



Western Development Museum  
North Battleford

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

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

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## **WESTERN DEVELOPMENT MUSEUM - NORTH BATTLEFORD is accepting applications for the following position Visitor Services Representative**

Are you a person who enjoys working primarily in an indoor setting? Do you take pride in your work, ensuring the smallest details are always done right? Are you passionate about creating exceptional spaces where visitors feel welcomed and safe?

If so, we might like to meet you.

The Western Development Museum (WDM) - North Battleford is accepting applications for a full time Visitor Services Representative. Under the direction of the Museum Manager this position will provide excellent visitor services to the WDM North Battleford.

Our Visitor Services Representatives are responsible for providing a welcoming museum atmosphere, exceptional reception and gift shop services, and assisting with Museum programs and rentals as requested. This includes but is not limited to:

- Opening and closing procedures of the general office and gift shop.
- Visitor orientation to the Museum Galleries.
- Gift Shop sales and related reports.
- Process admission and memberships.
- Respond to inquiries in person and by phone.
- Maintain cleanliness of the reception area, gift shop, staff and rental areas. Other light housekeeping duties as required.
- Will work flexible hours to help cover evening rentals and programming. Some weekend work is required.
- Assisting Maintenance Department with clerical work.
- General office and other duties as assigned.

A detailed job description outlining required skills and qualifications is attached. Salary \$12 - \$16 an hour. Employee benefits plan as per WDM Human Resources Policies.

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

**Application Deadline: August 22, 2022**

Apply to:

Western Development Museum  
P.O. Box 183, Junction Highway 16 & 40  
North Battleford, SK. S9A 2Y1  
[nbcareers@wdm.ca](mailto:nbcareers@wdm.ca)

Applications may be mailed, e-mailed, or dropped off in person at the WDM North Battleford.  
Only applications selected for an interview will be contacted.

*The WDM will conduct a screening process that is fair and equitable.*

<b>Job Title: Visitor Services Representative</b>	Position: NB 1.1 VS Date Approved: January 18, 2021
Supervisor: Museum Manager	

**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 POS system.
- Performs opening and closing procedures for the gift shop and cash registers.

#### Administration

- Advises the Visitor Services Manager regarding supplies and merchandise needed.
- Handles the Museum switchboard, providing information or referring calls as appropriate.
- 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**

Experience in retail sales or customer service is an asset. 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.
- Museum staff receive the assistance they need to deliver services under tight timelines when and 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.
- Building security and visitor safety are maintained in area of work performed.
- 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.

## **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.