



Western Development Museum
Yorkton

Box 98, Hwy 16A West
Yorkton, SK S3N 2V6

P: 306-783-8361
W: wdm.ca

WESTERN DEVELOPMENT MUSEUM - YORKTON

is accepting applications for the following position:

Weekend Visitor Services Representative

General Description:

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

Weekend Visitor Services Representatives are responsible for providing reception and gift shop services, and assisting with Museum programs and rentals as requested.

Duties and Responsibilities:

- Greets and orients visitors; shares information on exhibits and events.
- Handles visitor inquiries, complaints, and promotes memberships.
- Tracks visitor numbers and maintains cleanliness of public areas.
- Operates POS system for admissions; performs opening/closing duties.
- Assists customers with purchases, returns, and product info.
- Stocks, prices, and organizes merchandise and displays.
- Conducts inventory counts and processes sales through POS system.
- Maintains a clean and appealing retail environment.
- Maintains accurate records and supply inventory.
- Trains new staff on sales procedures.
- Ensures a clean and organized work environment; performs other assigned tasks

Qualifications/Skills:

- 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.

Additional Information:

- **Salary:** \$17.06 - \$19.78 per hour.
- **Work Schedule:** 10 – 20 hours per biweekly pay period. The candidate will be required to work flexible hours that may include evenings.
- **Benefits:** The WDM provides paid sick leave benefits and matching contributions to the Public Employees' Pension Plan (PEPP).
- **Job Description** attached.

Application Instructions:

Please submit your **cover letter** and **resume**, outlining your qualifications and experience, to yorkton@wdm.ca, using the subject header **Weekend Visitor Services Representative_name** attention:

Western Development Museum
P.O. Box 98, Highway 16A West
Yorkton SK S3N 2V6
yorkton@wdm.ca

Applications will be accepted until the position is filled.

We thank everyone for applying for this position. Only applicants selected for an interview will be contacted.

The WDM welcomes everyone to apply, especially those individuals who are underrepresented in the museum and heritage field. If you require accommodations to apply for this position, please contact Breanne at 306-934-1400 EXT 1120 or blessard@wdm.ca.

Job Title: Weekend Visitor Services Representative	Position: YK Date Approved: October 14, 2025
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.
- Maintains cleanliness of the reception area, gift shop, galleries, staff and rental areas.
- Performs opening and closing procedures and processes admission sales through the POS system.

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 inventory counts, 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 and processes gift shop sales through the POS system.

Administration

- Advises the Museum Assistant 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 primarily 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.