

Position Title:	Visitor Services
Department:	Economic Development, Tourism and Culture
Reports To:	Manager, Grey Roots Museum and Archives

Purpose

Reporting to the Manager of Museum and Archives, the primary role of Visitor Services is first point of contact for the visiting public. This position is responsible for greeting and reception by responding to requests for museum and tourist information with an emphasis on providing superior customer service, processing admission and museum store sales, telephone reception, promoting and coordinating memberships and general administration for front of house tasks.

This position also provides some front of house security, processes bank deposits and compiles statistics.

Responsibilities

Reception and Museum Store Operations

- Greets visitors providing information about the museum services and programs as well as general regional tourism information.
- Performs telephone reception duties for main museum telephone line, directing callers to the appropriate staff member and / or providing appropriate museum and / or tourist information.
- Processes admissions, program fees, membership fees, rental fees, museum store purchases, online ticketing and various payments through a Point of Sale system; cash, debit and credit cards, and balances all intakes at end of day.
- Maintain and update Point of Sale software and online ticket system as needed.
- Processes and completes daily cash deposits and arranges for bank deposit of the same, provides revenue information to finance as requested.
- Opens/closes Grey Roots Museum and exhibit areas; is attentive and responds to museum and exhibit security and emergency response at all times. Performs daily walk-through of galleries and maintains awareness of gallery activities.
- Processes and manages memberships, in cooperation with relevant staff.

- Collects daily use data and other pertinent, statistical information using prescribed forms and procedures, compiling monthly summaries of the same.
- Performs daily administrative routines that including receiving and shipping courier packages, maintaining forms, supply sourcing and ordering.
- Participates in the regular review of product offerings and provides advice on product selection and consignment arrangements in the Museum Store. Coordinates ordering, receiving and inventory control.
- Performs sales clerk duties and lost inventory prevention surveillance.
- Ensures Museum Store retail area is clean and tidy and presents a pleasing shopping environment.
- Maintains tourism information brochure rack and requests additional promotional information to replenish inventory as required.
- Trains and supervises students in reception and front desk administration.
- Ensures a positive and safe experience for all Grey Roots visitors, program participants and those participating in on-site rentals.
- Maintains a clean, business-like work environment.
- Performs staffing responsibilities during after hour rental events.
- Assists with the operation of the front desk, theatre and related technology, lighting for exhibits, audio tour wands, etc.
- Responsible, as an employee, for Health and Safety.
- Assists with other duties as required.

Working Conditions

Works in the full view of the public at the Visitor Services front desk. Nature of position encourages frequent and sustained interruption and distraction, necessary to process telephone inquiries and visitors to the facility. Nature of position mostly restricts ability of individual to move beyond immediate work area of reception desk and Museum Store.

This is a part time, shared / rotating schedule with other staff. Hours of work vary according to operating hours of the museum and is subject to weekend and evening hours.

Contacts

Internal Working Relationships

Works cooperatively with the Manager of Museum & Archives, Grey Roots staff and volunteers, relevant Grey County administrative staff.

External Working Relationships

Grey Roots visitors and members, general public, suppliers.

Knowledge and Skill

- Experience working directly with the public, preferably in culture, heritage or hospitality environments.
- Experience in sales and cash handling with knowledge of Point of Sale.
- A general knowledge of tourism related businesses and attractions in the region.
- Proficiency with Microsoft Office programs.
- Positive team player with excellent communication, interpersonal and conflict resolution skills.
- Ability to perform as a team player with ability to perform several tasks at once.
- Aptitude for performing work requiring close attention to detail.
- Ability to priority workload and to change priorities on short or little notice.
- Familiarity with the history and geography of the communities in Grey County would be an asset.

Impact of Error

If a visitor makes requests that are not dealt with in a prompt, friendly and accurate manner, the County's image as a museum and archives, tourism attraction and / or destination will be tarnished, and loss of revenue from admissions and will result.

Failure to communicate effectively with the public and community groups could result in negative public relations, hence loss of revenue and goodwill.

Errors in cash receipts from admissions, room rentals and Museum Store could result in financial losses.