



Job Description

Position Title: Visitor Services Assistant (Student Position)

Department: Grey Roots Museum & Archives

Reports To: Visitor Services

Purpose

Reporting to Visitor Services staff, the Visitor Services Assistant will greet visitors upon arrival and ensure they have a world class experience. This position also handles administrative/clerical responsibilities in a computerized environment and directs inquiries.

Responsibilities

- Meet and greet visitors (in person, on phone, by email/online), providing timely information and answering general questions about Grey Roots Museum & Archives and Grey County tourism.
- Perform daily open and close procedures of the facility.
- Complete transactions on the POS; handle credit/debit/cash.
- Conduct routine Museum Store merchandise operations including inventory, display and cleanliness.
- Proactively assist all visitors with Museum merchandise sales.
- Promote museum memberships.
- Monitor the visitor experience, taking immediate actions to assure any issues are addressed.
- Liaise with appropriate Grey Roots staff to achieve resolutions to visitor mishaps and potential complaints.
- Other duties as required.

Working Conditions

Normal hours of work are 35 hours per week. Flexibility and willingness to work irregular hours on evenings or weekends will be required as determined by the operational hours of Grey Roots. Compensation for the same will be in accordance with County policies.

Work is performed in a highly visible, public setting and involves a high degree of personal contact with the public.

Contacts

Internal Working Relationships

Visitor Services staff, 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

- A student, returning school in the upcoming academic year working towards a post-secondary diploma/degree in tourism, communications, hospitality, museum studies, or related field.
- Good organizational, time management, verbal and written communication skills, computer skills, ability to prioritize, problem solve, and handle multiple duties and interruptions effectively.
- Excellent public speaking skills, creativity and research skills; ability to engage with visitors of all ages.
- Friendly, outgoing, courteous personality; basic knowledge of Grey County is an asset.
- Previous customer service experience and training is an asset.

Impact of Error

Errors within the capacity of the summer student role could negatively impact the perception and confidence in Grey Roots Museum & Archives, its stakeholders and assets.

How to Apply

The County of Grey is currently recruiting Visitor Services Assistants (1-2 positions) or Co-op Placement to work in the Visitor Services Department at Grey Roots Museum & Archives for a 16 week contract from May to September.

Visitor Services Assistant (1-2 Positions)

(Salary: \$14.25 per Hour)

Visitor Services Department, Grey Roots Museum & Archives

Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment.

Candidates for the above position(s) are invited to submit their résumé and cover letter by email (in MS Word or PDF format) **by 4:30pm on Thursday, March 11, 2021** to:

Kimberly Trombley

Administrative Assistant - EcDev. Tourism, Culture

Kimberly.Trombley@grey.ca

We would like to take this opportunity to thank all applicants. Only those to be interviewed will be contacted.

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Based on the nature of the position, pre-employment screening may be required including but not limited to; Criminal Record Searches, Financial Credit Inquiries; Educational and Credential Verification; Driver's Abstracts; Drug/Alcohol Testing; Pre-Medical Testing and Investigative Employment References.

The County of Grey is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.