



NANAIMO MUSEUM

100 Museum Way, Nanaimo, BC, V9R 5J8
250.753.1821 | www.nanaimomuseum.ca

RETAIL AND VISITOR SERVICES COORDINATOR

SUMMARY

The Nanaimo Museum is located in the Vancouver Island Conference Centre in the heart of downtown Nanaimo on the traditional territory of the Snuneymuxw First Nation. The Museum and Bastion welcome over 65,000 visitors every year and are a vibrant part of the arts and culture scene in Nanaimo. Stationed in our front store and reception area, the Visitor Services Coordinator is the first person our guests interact with and is the face of service at the museum. Responsible for all retail operations and visitor services they work closely with the programming and operations team to ensure a seamless guest experience and a positive visit. Reporting to the General Manager the Coordinator provides solid leadership within the store and brings proven experience to the table in order to allow the museum to continue to grow and flourish. Come and join our fantastic team!

PRIMARY RESPONSIBILITIES

- Provide exceptional service to our guests at all times
- Plan and execute all retail merchandising
- Develop training and policy in partnership with the General Manager as required
- Assist in the development and in monitoring the annual budget and marketing plan for the Shop
- Inventory content decisions including researching new product and new suppliers, especially local artists and vendors
- Manage inventory including ordering, receiving, pricing, preparing for sale and reporting
- Recruit, train and supervise shop volunteers and summer students as needed
- Museum reception, greeting the public, special guests, members and groups in a cheerful, receptive manner at all times
- Records various statistics on an Excel database for various agencies as well as internal reports; capturing accurate marketing and membership data
- Captures accurate statistical, marketing and membership data
- Front line for all phone calls for information or appropriate referral
- Participate in museum team initiatives and contribute to the overall museum plan
- Support museum activities as required.

ESSENTIAL SKILLS

- Retail experience at a manager level, including knowledge of retail merchandising, stock purchasing, management, basic loss prevention and retail floor sales techniques
- Proficiency with Word, Excel, Outlook, preferred
- Training and/or experience in retail marketing, including social media applications
- Good business and mathematical skills, attention to detail and significant use of memory
- Positive team player with excellent communication, interpersonal skills and excellent customer service skills
- Must have a valid BC Driver's Licence and access to a vehicle

This is a permanent full-time position, 40 hours/week. Regular work week is Monday – Friday; some flexibility required for occasional evenings and weekends. Starting salary is \$35,000/year but is negotiable based on experience.

Please submit your application before January 21st, 2019 at 4pm to the Nanaimo Museum via email to manager@nanaimomuseum.ca or in person. A more detailed list of duties is available on our website www.nanaimomuseum.ca. Only those shortlisted for the position will be contacted.