

## 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 Retail and 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.

### Gift Shop

Responsibilities include:

- Develop and monitor 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
- Monitor Inventory levels and develop reorder processes for popular items
- Continue to develop unique product including product to augment feature exhibits
- Plan and execute all merchandising, signage and shelf talkers
- All Cash control including deposits, cash reconciliations, inventory reporting, and year-end duties
- Develop training and policy as required
- Gather customer information as part of the marketing plan development, promotions and social media content
- Recruit, train and supervise shop volunteers and summer students as needed
- Provide exceptional service to our guests

### Visitor Services

Responsibilities include:

- General museum reception, greeting the public, special guests, members and groups in a cheerful, receptive manner at all times
- Ensures a positive and safe experience for all Museum users including exhibit visitors, program participants, and those participating in on-site rentals
- Provides and maintains accurate information about the Museum, exhibits, programs and services.
- Maintaining after hours security list, posting of VICC events, seasonal coming events posters, and online event listings
- Processes admissions, program fees, membership fees, and various payments through a Point of Sale system; cash, debit and credit cards, and balances all intakes
- Ensures any outstanding invoices are reported to the Administrative Assistant for collection
- Front line for all phone calls for information or appropriate referral
- Meets specific visitor needs; enhancing access and encouraging return visits
- Opens/closes Museum and exhibit areas, is attentive to and responds to Museum and Exhibit Security and emergency response at all times.
- Captures accurate statistical, marketing and membership data
- Records various statistics on an Excel database for various agencies as well as internal reports;
- Assists with administrative tasks as needed: mail pick up and processing, and purchasing staff supplies, maintaining forms, supply sourcing and ordering, correspondence, manual updates, material production
- Maintain a clean, business-like front-of-line work environment
- Other duties as required

**Essential Skills:**

- Retail experience at a manager level, including knowledge of retail merchandising, stock purchasing and management, retail floor sales techniques
- Training and/or experience in retail marketing
- Familiar with various social media platforms, familiarity with Adobe products (InDesign, Photoshop) a bonus
- Must be comfortable in the operation and management of technology including computers, printers, debit terminals
- Positive team player with excellent communication, interpersonal skills and excellent customer service skills
- Proficient organizational and time management skills and strong multi-tasking abilities
- Proficiency with Word, Excel, & Outlook. Basic knowledge of Publisher, Access and/or database input beneficial
- Good business and mathematical skills, attention to detail and significant use of memory
- Ability to process information accurately and within a deadline
- Aptitude for performing work requiring close attention to detail
- Ability to prioritize workload and to change priorities on short or little notice
- Ability to stand for extended periods, bend and lift

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](mailto:manager@nanaimomuseum.ca) or in person. Only those shortlisted for the position will be contacted. Thank you for your interest in working at the Nanaimo Museum.