

GUEST SERVICES & SALES ASSOCIATE

The Guest Services & Sales Associate is the first and last point of contact for visitors to the Britannia Mine Museum. This position assists guests with admissions, purchases in both the retail store and the café, and answers all questions and concerns. This position is integral to maintaining the highest quality of customer service at the Museum, as well as increasing retail sales and bringing revenue into the Museum.

The ideal candidate will be a customer service superstar, a quick learner, is highly knowledgeable about our services and offerings, friendly, welcoming, and able to utilize all the required systems and software.

Why this is an opportunity not to miss:

- Be part of a fun, enthusiastic and welcoming team.
- Meet visitors from all over the world.
- Employees have access to the Vancouver Tourism Passport Challenge program, with the chance to explore many attractions in Vancouver and the Sea to Sky Corridor for free.
- Perks include a competitive benefits package after 3 months for all regular employees working 20+ hours/week, as well as discounts on retail, admissions, and F&B.
- As part of the Museum, you won't be able to help but learn new and interesting historic, scientific and environmental facts – great trivia to dazzle your friends and family with!
- A schedule to suit your needs – we are looking for Permanent, Temporary, Full-Time and Part-Time.

What does success look like?

Guests will be welcomed warmly to the museum, processed through admissions efficiently and quickly, as well as provided all the necessary information to enable them to get the most out of their visit. The Guest Services & Sales Associate will be able to answer questions and make recommendations, due to an in-depth knowledge of products and services. The retail store, cafe and admissions area will be presentable, well-stocked, and clean. Guests will be encouraged to continue their stay by visiting our café and various on-site exhibits, as well as informed of products, promotions, and programs such as membership. Guests who experience a challenge will have it resolved swiftly and smoothly, to their satisfaction. Retail and café sales will continue to increase. Ideas will be brought forward for consideration. The staff team will be positive, collaborative, and work well with other departments, each other, as well as leadership.

Important Information

- Hiring for a range of positions and schedules, from full-time to part-time to seasonal to permanent; hours vary seasonally; our busiest times are June – September as well as weekends throughout the year.
- Wage is based on experience and will be discussed during the interview process.
- Note that there is currently no public transportation to Britannia Mine Museum.
- All employees must complete a Criminal Record Check, in accordance with the Museum's Child and Vulnerable People Code of Conduct. The cost and process is covered by the Museum.

KEY RESPONSIBILITIES:

- Processing admissions and payments for visitors to the museum, including tour groups, as well as various promotions, travel trade, and group bookings.
- Assisting guests in the retail store, including processing purchases, greeting customers; seeking out type, quality, and quantity of merchandise or services sought, as to best make recommendations.
- Serving customers in the Café; may include processing payments, cleaning and bussing duties, as well as making food and beverages as per the Museum's standards, as well as following all applicable safe food handling procedures.
- Performing opening and closing duties of the retail store, admissions areas and/or café.
- Responding to all visitor inquiries to the Museum's customer service standard.

KEY RESPONSIBILITIES (CONTINUED)

- Increasing sales through active salesmanship.
- Day-to-day duties include accurate and timely stock counts; being aware of out-of-stock positions and creating purchase orders for review, daily re-stocking of retail and café areas.
- Preparing merchandise for purchase and assist in the display of merchandise, including daily cleaning.
- Maintaining sales records for inventory control, and complete daily cash reconciliation procedures.
- Acting as an ambassador for the Museum to our on site visitors, providing a friendly warm welcome with excellent customer service.
- Becoming an expert on the product knowledge required to sell all the merchandise available.
- Communicating the Museums message and goals to visitors; educate self about the Museum, Britannia Beach's history, and mining history in BC.
- Making suggestions to assist management in improvements or changes required to meet the goals of the Gift Shop, Admissions, Café, and the Museum in general.
- Championing the Museum's values and organizational goals.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Friendly, outgoing, and approachable.
- Basic computer skills and some experience with POS and Debit/Credit systems an asset; able to learn and use databases and software related to delivery of guest services and processing of reservations and purchases.
- Knowledgeable about the museum's products and services.
- Sales-oriented; able to apply product knowledge to customer service to encourage sales and give a value-added experience to guests.
- Basic math and cash handling skills, with the ability to processes payment through cash as well as using a POS system; able to reconcile till, and do opening and closing cash handling duties.
- Excellent verbal communication and customer service skills, with the ability to communicate effectively with a diverse range of individuals, including families, children, and international guests.
- Able to learn and carry out the Museum's processes and practices in the various service areas under Guest Services; Retail store, Admissions area, and Café.
- Able to effectively resolve customer challenges or complaints; escalates situations as needed.
- Pro-active; initiative, and brings ideas forward to management or various departments to enable smooth operations and customer service.
- Strong organizational skills, with an eye for detail; notices what needs doing and able to see things from a sales/customer-focused perspective.
- Able to multi-task and respond to inquiries effectively in a fast-paced and open (and at times, loud) environment.
- A team player who can work effectively to problem solve and brainstorm with various parties, including colleagues and leadership within guest services as well as other departments.

QUALIFICATIONS:

- Customer service and cash handling experience are an asset, however we are willing to train the right person. *If you love working with people, and have basic cash handling and computer skills, please apply!*
- Willing to complete a Criminal Record Check, as per the Museum's policies.
- Willing to take FoodSafe Level 1 if required
- Bondable

To apply, please email your resume and cover letter to our HR Manager at elok@bcm.ca