



RETAIL & SALES ASSOCIATE



The Retail and Sales Associate is the face of Britannia Mine Museum National Historic Site. The Museum is a key visitor attraction in the Sea to Sky Corridor and we pride ourselves on giving our 75,000 annual visitors a rewarding, enjoyable, entertaining experience. We have grown considerably since a major redevelopment in 2010 and we are looking for enthusiastic team players to help us continue to grow.

The museum has just recently launched “BOOM!” special effects show, an immersive live-action visitor experience. Be part of the excitement in bringing history to life for our visitors.

WHAT WE OFFER:

- Part-time or full-time schedule options
- Opportunity to gain valuable retail, customer service, and sales experience
- A casual yet professional work environment
- The opportunity to meet people from all over the world
- Tourism industry perks including participation in the Tourism Passport program
- A Chamber of Commerce benefits plan available at the successful completion of a three month probationary period.

WHAT OUR EMPLOYEES ARE SAYING:

“Working in retail and sales at Britannia Mine Museum is a lot of fun. There is always something new and interesting happening at the museum, and the visitors are excited to be here. Working in a small operation means we’re able to get experience in a variety of aspects of retail and sales.”

THE IDEAL CANDIDATE

- Friendly, outgoing, and approachable
- Excellent verbal communication skills and enjoys working around children
- Highly organized and detail oriented; with an eye for aesthetics and design
- Creative problem solver; self-starter with initiative to learn on their own
- Good math and book-keeping skills
- Basic computer skills and some experience with POS and Debit/Credit systems an asset

JOB DESCRIPTION

SUMMARY: The Retail/Admission staff is the first point of contact for visitors to the Museum. This position assists the guests with admissions, purchases in both the retail store and the café, and answers all questions and concerns from guests. This position is integral to maintaining the highest quality of customer service at the Museum, and requires a friendly, creative, and responsible personality, who is able to work autonomously.

ESSENTIAL DUTIES:

- Perform opening and closing duties
- 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.
- Greet customers and be able to discuss type, quality, and quantity of merchandise or services sought for purchase



- Process Admissions payments and organize tour groups
- Process payments for, and assist customers with, purchases in the café and gift shop
- Prepare merchandise for purchase and assist in the display of merchandise, including daily cleaning
- Maintain 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.

RESPONSIBILITIES

- Increase sales through active salesmanship
- Become an expert on the product knowledge required to sell all the merchandise available
- Respond to all visitor inquiries to the Museum's customer service standard
- Communicate the Museums message and goals to visitors; educate self about the Museum, Britannia Beach's history, and mining history in BC
- Make suggestions to assist management in improvements or changes required to meet the goals of the Gift Shop, Admissions, Café, and the Museum in general
- To have an awareness of levels of on hand stock and of the merchandise in general

REQUIRED EXPERIENCE AND QUALIFICATIONS:

- High School Graduate Diploma (or imminent completion of one)
- Previous customer service and/or retail experience retail preferred, **however we are willing to train the right candidate - we are always looking for friendly, customer-focused people to join our team.**
- Food Safe Certification is an asset, but not required
- Must be Bondable
- Candidates must have transportation to Britannia Beach as no transit services are available from Squamish or Vancouver to the museum.
- Candidates must be legally entitled to work in Canada
- A successful job offer will include a requirement to complete a criminal record check. This is in accordance with the Museum's Child and Vulnerable People Code of Conduct.