

MUSEUM AMBASSADOR (VOLUNTEER)

Department: Education (Interpretive Delivery)

Reports to: Supervisor, Interpretive Delivery (primary), Lead Interpreters (secondary)

Summary of Role

The Museum Ambassador volunteer supports an exceptional visitor experience by enhancing onsite wayfinding, participating in in-person data collection, and providing general customer service and troubleshooting on public museum programs such as the Copper Quest Underground Experience, and assisting with Museum events.

Objectives and Key Results – What does success look like?

The Museum Ambassador will be a helpful and friendly face to greet and direct guests, successfully carrying out a range of specific and some general tasks to provide outstanding customer service to our visitors and gather data to assist the Museum in measuring key organizational goals and objectives. The Museum Ambassador will be knowledgeable about our site and offerings and able to answer common questions, encouraging visitors to get the most from their visit at the Museum. When directed to perform a task such as assisting visitors with Wayfinding, completing Customer Surveys, and assisting on Copper Quest tours, the Museum Ambassador will carry out the supportive activities as per the directives provided to them, and in alignment with the Museum values and purpose. The Ambassador will identify when guests need support and be pro-active in ensuring the visit to the Museum is as seamless and positive as possible for our visitors and staff.

Key Responsibilities:

- Provide an excellent visitor experience through the following actions
 - Acting as positive brand ambassadors for the Museum by providing day-to-day customer service support, such as greeting guests and answering visitor questions.
 - Facilitating wayfinding from a station at Gold Panning (on warmer days) or the Beaty Lundin Visitor Centre (in harsh weather) to direct groups to washrooms, key exhibits, Café, Gift Shop, and especially time-sensitive programs (such as Copper Quest and Boom!).
 - Providing information and instruction at the Gold Panning area, including providing visitors with souvenir bags and helping to identify what they have found.
 - When needed, accompany interpreters on the Copper Quest Tour in order to assist in moving the groups in and out of the tunnel when needed (particularly in the case of frightened/crying children or visitors who need a restroom break).
 - When needed, support Duty Managers and interpreters by enforcing visitor safety procedures, such as discouraging guests from running, reminding guests of our physical distancing policies, and in rare cases, contacting staff first aid in the event of any on-site injuries.
 - Providing guest service stationed in one specific area, building or exhibit.
- Assisting with events, promotional days, and seasonal offerings:
 - Providing customer service as outlined above during special event and promotions
 - Assisting with set up/take down, decoration and other pre-event and post-event tasks
- Other specialized tasks as assigned

- Volunteers with an additional specific skill set and interest area may perform other tasks as agreed to between themselves and the Museum. Examples could be assisting with collections cataloguing and archiving, maintenance and other site duties, assisting with value-added programming such as toolbox sessions, etc.

Required knowledge, skills and abilities:

- A can-do attitude, positive and friendly customer service, high level of professionalism when dealing with the public.
- An interest in mining, B.C. history, geology, tourism, public speaking, and customer service; on-site training will also be provided on these topics.
- The ability to problem-solve on-the-spot, and escalate issues to the right people as needed.
- Ability to work independently and be self-motivated without direct supervision.
- Able to work outdoors in varying weather conditions.
- Able to stand for the majority of the shift (shift length will vary; breaks will be provided in line with the Employment Standards Act of BC).
- Adequate mobility and fitness such that you are able to walk on uneven terrain, including within a mining tunnel, up long staircases, and on gravel/non paved surfaces. (some modifications possible for applicants with limitations and/or mobility impairments – please apply indicating any limitations, and the Museum will do our best to work around these)

Other information:

- The Britannia Mine Museum is not accessible by Public Transit; volunteers must be able to arrange for their own transportation to the Museum.
- The Museum welcomes student applicants who are required to complete volunteer hours as part of coursework.
- Britannia Mine Museum is an equal opportunity employer.
- Volunteers must complete a Criminal Record Check as per Museum policy; the cost and process is covered by the Museum.
- Volunteers must abide by the Museum's COVID-19 policies, including enforcement of physical distancing between the volunteer and members of the public and other staff members. Further information will be provided during training.