



CRAIGDARROCH CASTLE®

CANADA'S CASTLE

JOB DESCRIPTION - HISTORIC HOUSE MUSEUM WORKER (Retail Assistant)

Union Position with CUPE Local 3136

Reports to Operations and Development Manager

General Duties

- The person working in this position supports Craigdarroch Castle's staff and volunteers. Their duties will assist in delivering the daily operational needs of Craigdarroch Castle. Specific duties will involve, but not be limited to, the following:
- Ensure the efficient management of all visitors entering Craigdarroch Castle.
- Perform the Duties of Cashier, greeting visitors, providing information and processing cash/debit/credit/coupon transactions.
- Assist with the Tour Entrance procedures to ensure Visitors understand the safety, security and tour map that is their guide.
- Provide a very high level of customer service by delivering helpful, courteous, and knowledgeable support to all visitors and notifying management of special requests or complaints.
- Provide visitors with information and tools to enjoy the Castle at their own pace.
- Work in a variety of positions in the visitor centre, tea servery, and gift shop as required.
- Assist volunteers in the course of their duties by providing breaks at designated break times. Breaks for volunteers will be assigned by the daily supervising staff person.

Serve as a steward of Craigdarroch Castle

- Advise all visitors of Craigdarroch Castle's "no touch" policy in a friendly and informative manner.
- Summon the daily supervising staff person in situations when a visitor appears to intend to damage the Castle in any fashion.
- Under the direction of the daily supervising staff person, to respond to room intrusion alarms.
- Assist in the evacuation of visitors in the event of fire/earthquake/power failure/or any other event necessitating the evacuation of visitors.

- In the event of visitor injury/illness to summon a First Aid Attendant immediately
- Ensure our visitors are touring the Castle in a manner which is safe and does not endanger others.

Assist the daily supervising staff person in the Castle's end of day procedures.

- Advise all visitors entering the Castle of an appropriate time budget to use when touring the Castle so that they may see the entire Castle within the remaining time.
- Following the locking of the Castle's Front Door assist the last visitors of the day through the Castle and gift shop in a manner that allows them to comfortably complete their visit in the remaining time.
- Prepare the volunteer/staff coffee/lunch area (the Pantry) for the next day's operations. This will entail washing dishes, placing the newspaper in the recycle bin, washing out the coffee pots.
- Re-stock the Tea Servery and Admission Desk with the appropriate supplies as assigned by the daily supervising staff person.

Provide assistance and support on special projects as assigned by the Operations Manager or other Supervisor:

- Assist with Facility Use Events by supporting all facets of said function. This may include being a docent, table bussing, coat check, set-up and clean-up and any other duties required by supervisory staff.
- Implement visitor surveys.
- Support the delivery of educational programs.
- Participate in promotional events.
- Assist with the implementation of research projects and surveys.