



**Position Title:** Guest Services Coordinator and Special Event Host

**Position Type:** Full-time

**Shift (typical):** Wednesday – Sunday

**Posting Deadline:** Monday, September 7th at 5pm.

**Position Overview:**

The Guest Services Coordinator and Special Event Host fulfills a key role within the BC Sports Hall of Fame in terms of daily operations, providing first class guest services and community programming. The mission of the BC Sports Hall of Fame is to “Honour the Past Inspire the Future”. The Guest Services Coordinator and Special Event Host helps the organization achieve this mission through the coordination, marketing and delivery of our community programs while ensuring the museum is operating efficiently to ensure a first class guest and group experiences.

**Key responsibilities include:**

**Guest Services Reception**

- Operates and manages the Guest Services Reception area
- Responds to and directing phone, email and web inquiries
- Keeps accurate daily records of visitors, groups and school attendance
- Handles cash transactions
- Runs cash and product reports on daily basis
- Monitors promotional ticket distribution
- Assist with scheduling and supervising part time hosting staff and volunteers

**Group Bookings**

- Marketing, coordinating and executing group bookings for the museum including school and community groups
- Coordination and delivery of group tours
- Liaises with community and school group leaders to identify and deliver group needs
- Maintains and updates all community group, school and outreach booking files
- Promotion of in house tours and special events to community group and school leaders

**Guest Experience**

- Creates exceptional guest experience including opening and closing of museum ensuring facility is working at top level, daily checks on audio visual systems to ensure interactive are operating effectively
- Greeting and responding to visitor inquiries on daily basis with enthusiasm and welcoming nature
- Works with team to ensure guest expectations and needs are anticipated, met and surpassed
- Monitor safety and cleanliness of facility including Participation Zone and Birthday Party Zone throughout the day
- Create and make recommendations to visitor and group satisfaction surveys on regular basis

- Host Hall of Fame Birthday Parties
- Host BC Place/BC Sports Hall of Fame combined tours
- Coordination and execution of community programs, examples include taking the staff lead on Father's Day programming, Red Mitten Weekend, Canada Day Celebrations etc.
- Updating staff at weekly meetings re status of group tours, community programs and outreach programs

**Special Event Host**

- The BC Sports Hall of Fame hosts a number of private/corporate special events and from time to time these after hour event require staff hosting. Work entails setting up for event, hosting event and tending to client needs as the event unfolds. The event vary greatly and may require late evening work etc.

**Other**

- Working with promote the BC Sports Hall of Fame and its events through social media updates, current website content, supporting newsletter content
- Hosting and coordinating community outreach participation as opportunities arise
- Completing miscellaneous office tasks as required
- Support all BC Sports Hall of Fame events as requested and required, such as the Tournament of Champions, Banquet of Champions, Honoured Member Reception and more.

The Coordinator is joining a staff team of five and will be involved in many areas of the operations. We are seeking a candidate who is passionate about tourism, customer service, sport, education, youth and sport history. The organization is undergoing a period of change and growth; as such the candidate must demonstrate flexibility, a very positive attitude and the ability to work to deadlines. The candidate should enjoy working with people and have an interest in inspiring and educating the citizens of the province. By joining our staff team the candidate must show the drive and desire to support our organization and to take it to its highest potential.

**The successful candidate will have the following qualifications:**

- Minimum 1 year experience in a youth oriented environment
- Demonstrated guest services experience, preferably in a tourist attraction
- Strong problem-solving and verbal and written communication skills
- Able to work independently and as part of a team
- Ability to anticipate and responsibly respond to daily challenges and opportunities
- Exceptional interpersonal skills with ability to work with a variety of groups including schools, corporate, media and sport teams
- Commitment to a high level of professionalism and the ability to deliver exceptional customer service
- Available to work on evenings and weekends. Must be able to work flexible hours including some holidays. Must be comfortable in a busy environment
- Highly organized and able to multi-task between projects with tight deadlines
- Interest or knowledge of sport or history
- Possesses a good working knowledge of Microsoft Office Suite (Excel, Word, Outlook)
- Legally entitled to work in Canada; is a Canadian citizen or a permanent resident, or have refugee status in Canada

**Orientation Supervision:**

A basic outline of the training includes the following:

- General orientation of the BC Sports Hall of Fame and current outreach and educational programming
- Orientation package of all relevant resources for exhibits, basic history and daily tasks
- Supervised by Education and Guest Services Coordinator, work closely with Curator and Facility Director and ultimately led by Executive Director and all BC Sports Hall of Fame team members.

**Please submit covering letter plus a resume demonstrating skills, experience and knowledge relevant to this position. In addition, please state why you are interested in working with the BC Sports Hall of Fame and specifically in this position.**

**Submit materials to:**

Allison Mailer, Executive Director [allison.mailer@bcsportshalloffame.com](mailto:allison.mailer@bcsportshalloffame.com)

**Application Deadline:** Monday, September 7th at 5pm.

**PLEASE NOTE: No phone calls please.**

**Please note there is a three month probation period prior to becoming a fulltime team member. Once and if the candidate is a full time staff member there is a competitive benefits package. Compensation is based on experience and will range from \$13.50/hour - \$15.50/hour. Only successful candidates will be contacted. Thank you to everyone who expresses interest in the position and the BC Sports Hall of Fame. We truly appreciate your interest in the organization.**

### **About the BC Sports Hall of Fame**

The BC Sports Hall of Fame is located at Gate "A" of BC Place with an inspiring Hall of Champions, Vancouver 2010 Gallery and many other exceptional galleries. The BC Sports Hall of Fame, a non-profit society, is the 'go to' organization for BC sport heritage. For close to 50 year, we have honoured BC's teams, builders, athletes, pioneers, and media through the annual induction ceremony the Banquet of Champions. To date 363 individuals and 58 teams have been inducted onto the BC Sports Hall of Fame. The collection of the BC Sports Hall of Fame and Museum includes over 25,000 artifacts and 20,000 archival documents representing 100 years of sporting accomplishments in British Columbia. In everything it does, the BC Sports Hall of Fame honours, educates, and inspires through the Hero In You Youth Education Programs. Go there. Experience. Be proud. Be inspired. For more information please visit: <http://www.bcsportshalloffame.com> follow us on twitter@bcsportshall and like us on facebook/bcsportshall