

EMPLOYMENT OPPORTUNITY - 6-MONTH TERM POSITION

PART-TIME OFFICE ATTENDANT

The **Delta Museum and Archives Society** is seeking a temporary part-time Office Attendant to join our team. This is an exciting opportunity for anyone seeking entry level work in the cultural sector. This 6-month term position may be extended.

JOB RESPONSIBILITIES SUMMARY:

Reporting to the Executive Director, the Office Attendant is responsible for visitor reception; answering public inquiries or forwarding calls to appropriate staff; scheduling program bookings; processing fees and gift shop sales; maintaining social media notices and website updates as required; providing clerical support to the business office and periodically to the museum staff; preparing monthly reports; and maintaining a selection and supply of DMAS' communication and marketing materials.

Responsibilities include but not limited to:

RECEPTION:

Responsible for visitor reception, including answering public inquiries about hours of operation, locations, exhibitions, program information, and related matters, while representing the Delta Museum & Archives Society with discretion, using a friendly professional and courteous manner. Duties include:

- Answering general inquiries in-person, and by telephone and email; transferring calls to museum staff or to other DMAS work sites; taking messages as appropriate; responding to messages;
- Maintaining the Visitors Information Rack and Bulletin Boards with current information; stay up-to-date on current local events and community activities; become knowledgeable about Delta's history and heritage sites;
- Distributing information on membership application inquiries and responding to public enquiries on how to make donations/gifts to the Society;
- Referring potential donations of artifacts or records to the Curator or Archivist as appropriate, or in their absence to an authorized staff person;
- Consolidate recorded monthly information and provide month end reports to administration and accounting as needed;
- Process membership fees, gift shop sales, program fees and event transactions using the POS system;

ADMINISTRATIVE:

Responsible for the general day to day administrative support to the business office staff and museum staff as required:

- Typing of correspondence, filing, faxing, photocopying, researching and phone calls;
- Assemble and distribute all mass mail outs such as: posters, brochures, gift agreements and other materials in a timely fashion;
- Maintain databases of school program bookings, community groups and other user groups as necessary;
- In conjunction with the executive assistant, coordinate ordering and receipt of office and program supplies for all sites, stationary and gift shop supplies; ensure photo copies are stocked; ensure adequate supplies are maintained;
- Responsible for regularly reviewing of the DMAS website; updating program and exhibit information, and other content as approved by the Executive Director; provide monthly statistic reports;
- Maintain publication binder with all DMAS promotional materials including press releases; research community newspapers and websites for articles pertaining to the DMAS;

FACILITY:

As a member of the staff team, responsible for maintaining the safety and security of DMAS buildings, contents, visitors and staff, including:

- Unlocking and locking the buildings as required;
- Regular surveillance of gift shop area;
- In case of emergencies, immediately reporting to the executive director or delegate the nature of the problem and communicating with emergency services (fire, police, ambulance) and the security company as required to help ensure visitor safety and evacuation procedures;
- Maintain the clean and orderly appearance of the business offices and administration facility.

GIFT SHOP:

Responsible for the maintaining the gift shop area and products on display:

- Ensure that all merchandise is clearly marked with its price and code numbers;
- Responsible for gift shop transactions; collecting appropriate monies, including taxes and providing sales receipts for payments; reconcile weekly sales slips with cash, cheques and credit card stubs
- Create and maintain effective methods for the display and presentation of goods for sale in the store and ensure that they are changed regularly; ensure stock is maintained and re-ordering takes place when necessary; arrange and keep inventory neat and orderly;
- Maintain the inventory control system; perform complete inventory counts as required;
- Assist the administration staff in completing financial information summaries and reports as required;

OTHER:

- Perform other related duties as required;
- May be required to provide office attendant assistance at the archives or attend outreach activities, from time to time.

QUALIFICATIONS:

- Minimum 1 to 3 years previous office experience; or an equivalent combination of education, training and experience;
- Proven excellent customer service skills and enjoys working with the public;
- Willingness and demonstrated ability to work as a member of a small team and/or to work independently with minimal direction; to problem solve and take initiative; to meet deadlines; to anticipate potential problems and take the appropriate actions;
- Sound time management and organizational skills;
- Excellent ability in typing, spelling and grammar (keyboarding of 50-60 wpm); proficiency in Microsoft Office Suite, particularly Word and Excel, and experience using Photoshop; experience working with databases an asset;
- Excellent interpersonal and communication skills, both verbal and written;

HOURS:

- 19.5 hours a week; 9:30am to 4:30pm, Monday, Tuesday and Thursday weekly, 7-hours daily (includes a half hour unpaid lunch break). Additional hours may be required to cover staff vacations and other leaves.

RATE OF PAY: \$14.57 per hour; employment benefits in accordance with the terms of the CUPE/DMAS Collective Agreement

HOW TO APPLY: Please send resume and cover letter via email to: Gabrielle Martin, Executive Director at gmartin@deltamuseum.ca by 12:00 noon, Monday, February 8th, 2016.

We thank all applicants for their interest; only those selected for further consideration will be contacted.