

# CHILLIWACK

MUSEUM & ARCHIVES



**Job Title:** Museum Attendant  
**Reports to:** Executive Director, Supervised by the Education & Engagement Coordinator  
**Status:** Part-Time / 8 Hours Per Week – Saturdays/Thursday Evenings

## Summary of Position:

Our vision is to connect people with Chilliwack's history. The Museum Attendant is a front-line face of the Chilliwack Museum and serves as a key representative of the organization in creating positive visitor experiences. The Museum Attendant facilitates entrance into the Museum's spaces and services – including our galleries and public programs. The Museum attendant promotes participation in our other learning opportunities and resources.

## Duties & Responsibilities:

Reporting to the Executive Director, supervised on a regular basis by the Education and Engagement Coordinator, and working collaboratively with the rest of the Museum & Archives staff, the Museum Attendant will:

1. Greet visitors to the Museum, and respond to their questions, in a friendly and professional manner;
2. Facilitate the admissions process, including point of sale transactions and handling cash, as required;
3. Track and maintain relevant statistics associated with Museum visitation;
4. Provide excellent customer service through Gift Shop sales & transactions;
5. Engage visitors – as required – with prepared key messages associated with the Museum's exhibits, and refer other special requests (research, donations, etc.) to additional resources (such as [www.chilliwackmuseum.ca](http://www.chilliwackmuseum.ca)) or to appropriate Museum staff;
6. Assist Education & Engagement Coordinator with any public programs or related duties;
7. Provide service and support to any groups renting or using Museum facilities during shifts;

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8. Carry out general retailing-related responsibilities in the Gift Shop (inventory tracking, stocking and replenishing of shelves, organization, etc.);
9. Occasional shifts for special events may be required;
10. Provide support on Museum & Archives projects, including general administrative tasks, as required;
11. Open and close the Museum building according to established procedures and policies.

## **Qualifications:**

- High school graduation required with post-secondary education or training preferred.
- Training or experience in customer service is an asset.
- Physical ability to lift 40lbs from floor to table height is required.
- Basic knowledge of the community of Chilliwack is desirable.
- Strong interest in local history and working in a Museum setting.
- Experience working with the public and answering telephones.
- Excellent communication and interpersonal skills, and experience working well in a team environment.
- Ability to work on tasks with minimal supervision.
- Strong organizational skills.
- Excellent written communication skills.
- Excellent computer skills and comfort-level with technology.
- Experience and enjoyment working with children an asset.

Please submit applications by August 31, 2016 to:

Stephanie Clinton  
Education and Engagement Coordinator  
Chilliwack Museum and Archives  
Stephanie@chilliwackmuseum.ca