



**BC SPORTS
HALL OF FAME**

Position Title: Education, Outreach and Facility Coordinator

Position Type: Full-time – Tuesday through Saturday

Position Overview:

The Education, Outreach and Facility Coordinator fulfills a key role within the BC Sports Hall of Fame in terms of operations, providing first class guest services and educational programming. The mission of the BC Sports Hall of Fame is to “Honour the Past Inspire the Future”. The Education, Outreach and Facility Coordinator helps the organization achieve this mission through the coordination, marketing and delivery of our Hero In You Youth Education Programs while ensuring the museum is operating efficiently to ensure a first class guest experience.

Key responsibilities include:

Guest Services Reception

- Oversees 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
- Schedules and supervises part time hosting staff with support

Group Bookings

- Marketing, group sales, 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, daily checks on audio visual systems to ensure interactive are operating effectively
- Greeting and responding to visitor inquiries on daily basis
- 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 an annual basis

Education

- Coordination and execution of the education and community outreach program within Greater Vancouver and throughout BC, safe transportation of artifacts, accommodation, travel and staffing needs
- Identifying and liaising with community partners to schedule outreach events including coordination of visits with Hall of Famers, teachers and community leaders

- Delivering the Hero In You classroom/in-house experience to school and community groups both in the Hall and in the community
- Working closely with the Curator to coordinate content exhibits and displays at these events
- Coordinating offsite marketing tradeshow including the BC Field Trip Fair and Tourism Showcase
- Updating staff at weekly meetings re status of group tours and outreach program
- Completing miscellaneous office tasks as required
- Prepare reports on education and outreach activities on a regular basis

The Coordinator is joining a staff team of four full time employees and part time team members and will be involved in many areas of the operations. We are seeking a candidate who is passionate about 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 teaching experience in a youth oriented environment
- Have an active driving license and be comfortable driving throughout the province for outreach and education programs
- Demonstrated guest services experience, preferably in a tourist attraction or museum
- 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)
- Knowledge of print/publication an asset and video editing an asset
- Legally entitled to work in Canada; is a Canadian citizen or a permanent resident, or have refugee status in Canada

Please submit covering letter plus a resume demonstrating skills, experience and knowledge relevant to this position as well as salary expectations. 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@bcsporthalloffame.com

Deadline: Wednesday, September 20, 2017 at 5pm.