



JOB OPPORTUNITY

Position: Visitor Services Staff (Museum Attendant I) – Auxiliary

Reports to: Visitor Experience Coordinator

Pay Grade: Pay Grade 11 (\$18.74 per hour to start, plus 12% in lieu of vacation and benefits)

Posting Date: April 15, 2024

Closing Date: May 3, 2024

Museum of Vancouver

As a civic organization, the Museum of Vancouver is committed to deepening our collective understanding of the City through our common stories, objects and experiences. MOV conceptualizes this through our engagement priorities, which have been focused into 4 broad areas that we have deemed our pillars. These include: redress and decolonization; immigration and diversity; environment and sustainability; and urban and contemporary issues.

Nature of the Position

MOV is seeking auxiliary staff to join the Visitor Experience department. This is causal work offering considerable flexibility regarding availability and hours of work. Visitor Services staff provide the first point of contact with MOV visitors. Knowledgeable and engaging, they play a vital part in ensuring a rewarding visitor experience and in promoting MOV exhibits and public events and the benefits of membership. Must be available for occasional early-morning and late-night shifts to support facility rental clients. During these shifts, Visitor Services Staff ensure rental clients are provided with any services detailed in the rental contract and that they honour the obligations outlined within it. Visitor Services staff provide exceptional customer service, support membership and marketing initiatives, maintain gallery readiness for visitors, accurately process payments, and lead emergency evacuation procedures.

Required Qualifications, Knowledge, Education and Skills:

- Demonstrated ability to provide exceptional customer service.
- Must enjoy working with the public.
- Must be reliable and punctual.
- Some Weekend and Late-night work (10:00pm - midnight) required.
- Ability to set-up, take down and operate Basic AV & Computer equipment for rental clients.
- Experience working with cash transactions and processing credit card & debt payments.
- Ability to read and absorb information in a timely manner.
- Strong communication and interpersonal skills and ability to build positive working relationships with MOV staff.
- Training in hospitality tourism or related subjects or equivalent training and experience.
- The ability to lift and carry boxes, tables and supplies up to 40 lbs. at a time.
- Ability to climb ladders and reach over head.

Hours: No established regular hours of work. Shifts range from 4 to 8 hours between 7:00am and 1:00am within a seven-day work week. Shifts are most typically during daytime operating hours (9:30am – 5:30pm Sunday to Wednesday / 8:30pm Thursday to Saturday), though frequent evening and early-morning work related to events may be requested. Hours of work are sporadic and will change from week to week.



Note: This position falls under the jurisdiction of CUPE local 15.

Please submit application by email no later than: May 3rd, 2024 to humanresources@museumofvancouver.ca

At the Museum of Vancouver, we are committed to recruiting a diverse workforce that represents the communities of Vancouver. All qualified applicants, regardless of race, religion, gender identity or expression, sexual orientation, national origin, disability or age will be considered for employment. If you have any accessibility requirements or concerns regarding the hiring process or employment with us, please notify us so we can provide suitable accommodation.

Regretfully, only those applicants selected for interviews will be contacted.

The Museum of Vancouver is located on the unceded territories of the x^wməθk^wəyəm (Musqueam), səliiwətał (Tsleil-Waututh) and S^kwxwú7mesh (Squamish) Nations, at the site of the ancestral Village of Seńákw, neighbouring the current S^kwxwú7mesh reserve of the same name.