

Glenbow

Job Title: Visitor Experience Representative, Casual

Job Family: CUPE Local 1645, Salary Grade 4

Applications should be sent to: careers@glenbow.org deadline September 3, 2019

***Not all applicants will be contacted for an interview

General Accountability

Reporting to the Manager, Security and Building Services, this position is responsible for: i) the reception of visitors, members and business guests; ii) front desk sales (ie. admissions, memberships, renewals and programs), and iii) dissemination of museum services information to visitors. This position also processes mail and courier items, memberships, handles cash, reconciles cash registers, prepares related cash/sales reports and participates in emergency, public safety and security protocols.

Incumbents in this position are normally the public's first encounter with the museum, making that all-important first impression on behalf of the organization. Therefore it is essential that incumbents be enthusiastic, provide a consistently high level of customer service and continually reflect the voice of Glenbow's brand (approachable, unpretentious, knowledgeable, confident and where appropriate, playful). Incumbents must also be observant and intuitive, proactively anticipating the needs of various types of visitors and helping to ensure the safety of the public in accordance with established policy and procedure.

Specific Accountabilities

Public Service:

- Greet and warmly welcome visitors, members, volunteers, staff and other guests with a smile
- Provide museum information/directions to visitors and guests as required
- Sell admissions, memberships/renewals, programs, etc
- Actively and respectfully encourage additional sales (ie. by offering membership upgrades, invitations to visit the Museum Shop, etc.)
- Scan membership barcodes and tickets that have been purchased on-line
- Answer telephones and provide information and/or transfer calls to appropriate staff members

Public and Staff Safety:

- Be fully aware of all safety procedures and implement same as necessary.
- Provide appropriate emergency assistance to visitors and staff as required.(i.e. calling 911, assistance with emergency evacuation, etc.)

Building Security:

- Provide a presence in the lobby area
- Alert security when appropriate (i.e. suspicious people, unattended packages, disruptive visitors, etc.)
- Provide access to key-controlled secure areas according to procedure
- Prevent public access after closing time.
- Unlock and lock main doors in lobby at opening and closing times as required.

Administrative:

- Provide lost and found service.
- Balance cash registers. Secure cash in the safe.
- Reconcile daily cash report. Prepare daily deposit.
- Search out and designate daily income to appropriate GL codes and enter into database.
- Maintain access and entry logs for visitors, staff, and volunteers.

- Accept and record incoming and outgoing deliveries including on line processing of Elite Fleet pickups for all staff.
- Assist with training new staff in front desk procedures.
- Print and distribute membership cards when required
- Perform other related duties as assigned.

Mail Room Services:

- Collect outgoing envelopes and parcels and process using Pitney Bowes mail processor. Transfer to loading dock for post office pick up.
- Sort and distribute incoming mail to staff mailboxes.
- Record postage usage in daily log. Provide monthly report of postage usage to Finance.

Qualifications

- High School Diploma.
- Up to one year related retail or similar experience as part of a customer service oriented team.
- Experience with security procedures and emergency first aid training an asset.

The specific technical skills required by this job include:

Technical Skill

Description
Admissions System - Intermediate
First Aid Treatment - Basic
Microsoft Office Suite - Basic
MS Internet Explorer - Intermediate

Key Competencies

- 7) Customer Focus - taking the initiative in understanding the needs of others (internal and external "customers") and acting to do something helpful.
- 22) Community/Public Relations - representing the organization to outsiders; participating in civic activities as the organization`s representative, presenting the organization`s position in difficult, issuerelated areas and providing information to others/outside associations that enhances the organization`s profile in the community.
- 36) Initiative - demonstrating self-motivation; effective performance is driven from within rather than being conditional on pressure from external factors (e.g. supervisors, peers, subordinates, deadlines, crises, etc.).
- 38) Conduct - demonstrating an acceptable standard of personal behavior in the work place. 5)
- Team Playing - effectively filling necessary roles within a team environment; showing strong listening, summarizing, facilitating and "bridge building" skills.