



## GUEST SERVICES COORDINATOR

We are seeking a talented individual, motivated to share their passion and commitment as Guest Services Coordinator, to join our collaborative staff team. Help realize MONOVA's vision to be an inspirational and transformative community hub where the stories of North Vancouver's people, places and past come to life. An exciting period of growth and development will culminate in the opening of a 16,000 sf museum in The Shipyards District (opening late 2021) to complement the existing Archives location. The Museum's mission to engage, strengthen and inspire our community is rooted in four core values: Inclusiveness, Relevance, Creativity, and Community Engagement. MONOVA: Museum of North Vancouver will be highly interactive, with exhibits and programs that inspire discovery and encourage visitors to follow their interests, ask questions and share stories.

The Guest Services Coordinator will coordinate and oversee the front-of-house operations, admissions, and administration for MONOVA. The Coordinator will create a positive and engaging experience for all visitors, enhancing the museum experience and community connection through MONOVA's Museum Store. The Coordinator ensures MONOVA is professionally represented to the community and that guests feel welcome and well-oriented. Reporting to the Manager of Business Operations, this position includes recruiting, training, scheduling, and supervising all front-of-house staff; overseeing the Store merchandise and sales; collaborating with MONOVA staff; and liaising with the community, other organizations and local businesses. We are seeking a creative, resourceful individual with excellent customer service and supervisory skills, a passion for museum merchandise, and an interest in tourist and local community needs and preferences.

### Summary of Duties

- Supervises the work of staff engaged in front-of-house operations and administration; recruits, trains, schedules and assigns the work of staff engaged in all aspects of the MONOVA's greeting, ticketing, venue rentals and membership sales services.
- Coordinates reception and administration and all front-of-house sales functions.
- Participates in staffing reception, admissions counter and Museum Store; and ensures guests feel welcome and well oriented for all museum programs, activities, events and venue rentals.
- Maintains inventory and purchases merchandise including specialized retail items; processes purchase orders and invoices; receives incoming merchandise; and maintains records.
- Performs a variety of elementary record-keeping functions and provides information and recommendations to a superior in relation to budget preparation.
- Provides support during venue rentals, such as assisting in scheduling staff and overseeing patrons.
- Conducts research to stay current at the forefront of the museum front-of-house field; and identifies and engages in training, reading and research opportunities.
- Maintains effective working relationships with a variety of internal and external contacts and deals courteously and effectively with the public and user groups.

- Prepares and maintains elementary reports, inventory, records and information materials using the computer systems, applications and equipment related to work; performs basic clerical duties.

### **Desired Experience, Qualifications and Skills**

- Completion of Grade 12 supplemented by courses or training in supervision, hiring and retail and minimum five years' experience in sales; or equivalent combination of training and experience.
- Considerable knowledge of practices and procedures in visitor services and gift shop operations.
- Sound knowledge of the Museum's policies, procedures and safety guidelines.
- Sound knowledge of modern office procedures, recordkeeping, business English and arithmetic.
- Sound knowledge of the Museum and its artifacts, exhibits and activities.
- Ability to process debit and credit card transactions and ability to handle cash.
- Ability to recruit, train, supervise, schedule staff and participate in guest services work.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to deal courteously and effectively with the public and user groups.
- Ability to interact and communicate effectively with museum staff.
- Ability to operate computer systems, applications and equipment related to work.
- Ability to prepare and maintain elementary reports, inventory and records related to the work.
- Ability to work with independently and to make decisions in accordance with established guidelines.
- Criminal record check required.

**Salary:** \$26.41 per hour (PG15-1, 2021 rate), Auxiliary

**Start Date:** June 2021

**Schedule:** Approximately 30 hours per week; some weekends and evenings.

### **Please apply to:**

Laurel Lawry, Manager of Business Operations  
North Vancouver Museum & Archives  
3203 Institute Road, North Vancouver, BC V7K 3E5

Interested applicants should submit a cover letter and résumé submitted by e-mail to [info@monova.ca](mailto:info@monova.ca) indicating "Guest Services Coordinator" and your name in the Subject line by Friday, May 21, 2021 at 5:00pm PST. The cover letter should provide concrete examples that illustrate how they meet the education and experience aspects listed in the Desired Experience, Qualifications and Skills.

MONOVA believes that the benefits of an inclusive approach enhances creativity, diversity and innovation, and will build a workforce representative and reflective of the communities we serve. We are committed to developing a work environment and recruitment process that are inclusive and barrier-free. Please advise if accommodation measures must be taken to enable you to apply and be assessed in a fair and equitable manner. MONOVA is an equal opportunity employer and we encourage women, BIPOC, LGBTQ2S+ and people with disabilities to apply.