



## GUEST SERVICES REPRESENTATIVE

We are seeking talented individuals to join the Guest Services team and help realize MONOVA's vision to be an inspirational and transformative community hub where North Vancouver's stories come to life. A new museum will open in The Shipyards District in Fall 2021. 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 positions will handle visitor reception, ticket sales and service, and retail sales in a unique Museum Store. Create a positive and engaging experience for all visitors. Assist with the implementation of museum activities, programs and exhibits, including events and venue rentals. Training and development opportunities for product knowledge and exhibit and programs content will be provided. We are seeking outgoing, self-motivated individuals with excellent customer service skills, an interest in tourist and local community needs and preferences. A passion for, and experience with, retail sales, specialty gift, and/or museum merchandise is an asset.

### Summary of Duties

- Greets and engages Museum visitors and provides support for museum gallery tours and programs.
- Handles visitor reception, admissions and membership sales and retail sales functions.
- Using the computer systems, maintains daily statistics for attendance and sales.
- Responds to enquiries and provides information about MONOVA activities.
- Provides support during venue rentals, set up and clean-up of the venue, set up of electronic equipment and oversees conduct of patrons during an event.
- Assists with the implementation of in-gallery, and from time to time off-site, activities and programs and related materials.
- Monitors public areas and ensures visitor safety and the security of artifacts; maintains cleanliness; and performs light cleaning duties of display cases and windows.
- Clears the gallery and locks-up at end of business and opens the Museum when necessary and as required.
- Maintains effective working relationships with a variety of internal and external contacts and deals courteously and effectively with the public and user groups.

## Desired Experience, Qualifications and Skills

- Completion of Grade 12 plus some experience related to the work; or an equivalent combination of training and experience.
- Interest and ability in developing knowledge of North Vancouver, the Museum and its artefacts, exhibits and activities.
- Experience with point of sale register operations and cash handling procedures.
- Ability to operate computer systems, applications and equipment related to work.
- Ability to demonstrate an interest in history and/or culture.
- Ability to work effectively with internal and external contacts and deal courteously and effectively with the public and user groups.
- Ability to greet and effectively deal with the public and provide information.
- Ability to prepare and maintain daily statistics, prepare supplies for programs and non-complex records related to the work.
- Criminal record check required.

**Salary:** \$21.69 per hour (PG10-1, 2021 rate)

**Start Date:** September 2021

**Schedule:** Variable hours, 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) by **Friday, August 13, 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 candidates who are women, BIPOC, LGBTQ2S+ and people with disabilities to apply.