



GUEST SERVICES COORDINATOR Regular Full Time

We are seeking a talented individual, motivated to share their passion and commitment as Guest Services Coordinator, to join our collaborative staff team. MONOVA operates both the Museum of North Vancouver (115 West Esplanade) in The Shipyards and the Archives of North Vancouver (3203 Institute Road) in Lynn Valley and supports several other online/offsite experiences for the public to engage with and learn about the past, present and future stories of North Vancouver.

The Guest Services Coordinator coordinates and oversees the front-of-house operations, admissions, and gift stores for MONOVA. The Coordinator ensures the museum is professionally and capably 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 and staff; overseeing the Store merchandise and sales; collaborating with MONOVA staff; and liaising with the community, other cultural organizations and local businesses.

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 Museum's greeting, ticketing, venue rentals and membership sales services.
- Coordinates reception and administration and all front-of-house sales functions.
- Participates in staffing reception, ticket counter and gift shop; and ensures guests feel welcome and well oriented for all museum programs, activities, events and venue rentals.
- Maintains an inventory and purchases merchandise including specialized souvenir items; processes purchase orders and invoices; receives and checks incoming merchandise; and maintains records of saleable merchandise.
- 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 for an event and overseeing conduct of patrons during an event.
- 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 additional courses or training in supervision, hiring and retail and minimum of five years' experience in sales; or an equivalent combination of training and experience.
- Considerable knowledge of the practices and procedures used in visitor services and gift shop operations.
- Sound knowledge of the Museum's policies, procedures and safety guidelines.
- Sound knowledge of modern office practices and procedures, recordkeeping, business English and arithmetic.
- Sound knowledge of the Museum and its artifacts, exhibits and activities.
- Ability 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 and protocols.
- Criminal record check required.

Salary: \$30.70 per hour (PG16-1, 2024 rate)

Schedule: 35 hours per week. Regular, full time, permanent. Some flexibility in scheduling to support evening and weekend work may be required and will be discussed in advance.

Please apply to: Pamela Roberts, Manager of Business Operations North Vancouver Museum & Archives, 115 West Esplanade, North Vancouver, BC, V7M 0G7

Interested applicants should submit a cover letter and résumé submitted by e-mail to monovahr@monova.ca by 22nd November 2024, 5pm PST.

MONOVA values inclusivity, believing it enhances creativity, diversity, and innovation. We are committed to a barrier-free work environment and recruitment process. Please let us know if you need any accommodations to apply and be assessed fairly. As an equal opportunity employer, we encourage women, BIPOC, LGBTQ2S+, and people with disabilities to apply.

We respectfully acknowledge that MONOVA: Museum and Archives of North Vancouver is located on the traditional lands of the Sk̓wx̓wú7mesh (Squamish), and Səl̓ílwətał (Tsleil-Waututh) First Nations, whose ancestors have lived here for countless generations. We are grateful for the opportunity to live, work and learn with them on unceded Coast Salish Territory.