

**Division:** Roselawn  
**Department:** Museum, Heritage and Culture  
**Reports to:** Community Engagement Officer  
**Supervises:** Weekend students

### **Position Objective/Summary**

The Visitor Services Assistant position provides exceptional customer service to the public as first point of contact for Roselawn through phone and counter inquires and maintains visitor engagement and rental management. The Visitor Services Assistant primarily interacts with the public as they enter Roselawn, and will manage the rental inquires and bookings, process sales and donations, answer phones, and complete administrative tasks while always maintaining the highest standards of friendly and responsive visitor service. Administrative tasks include renter contracts, setting up kitchen, and mansion for events, maintaining clean linens, ensuring insurance and special occasion permits, maintaining petty cash and visitor statistics. During weekend and evening activities the Visitor Services Assistant may be responsible for opening and closing the museum and heritage village and managing all issues that may arise.

### **Duties & Responsibilities**

- Responsible for the general office administration of Roselawn including but not limited to reporting daily statistics, gift shop, rentals, safe keeping of confidential information and filing, preparing petty cash for reimbursements, as well as maintaining guest services and questions.
- Responsible for administration of rental contracts, including the online payment system management and site visits and plans.
- Responsible for maintaining volunteer relations and communication of departmental initiatives.
- Responsible for petty cash, donations, gift shop cash drawer and statistical reporting.
- Provide supervision and direction to weekend summer students and interns, including supervision of customer service standards and health and safety measures.
- Coordinate and provide administrative support for special events and rental bookings.
- Receive telephone calls and respond to general enquiries.
- Assist Museum staff with general administrative duties, as required.
- Serve as the liaison for visitors with other organizations, such as Friends of Roselawn Center, Lighthouse Theatre, and outside agencies.
- All other duties as assigned.

### **Work Schedule**

- Work 12-15 hours a week including all weekends and statutory holidays.

**Education**

- OSSD graduation
- Post-secondary education in Administration, Communications or Event Management
- Standard First Aid, CPR and AED Certification

**Experience**

- 2+ years of front-line customer service, preferably in a municipal setting.
- Previous museum or gallery experience is an asset.
- Previous experience working in events management is an asset.

**Knowledge**

- Proficiency in MS Office, including spreadsheets and databases.
- Municipal Act, AODA, and general knowledge of municipal operations and relevant bylaws.
- Customer service practices and approaches to customer escalations, process improvement techniques to examine and enhance operations and organizational capabilities, operation and management principles.

**Skills & Abilities**

- Ability to understand written and oral direction.
- Ability to assign work and ensure successful completion by assigned personnel.
- Able to work with minimal supervision.
- Able to handle confidential information.
- Able to handle and balance gift shop budget.

**Judgment is exercised in:**

- Prioritizing work activities to ensure service levels are being met.
- Recommending equipment, material and personnel needed.
- Responding to concerns/complaints and working to resolve
- Ensures the security of the facility on the weekends. Responsible for opening and closing Roselawn and the Museum and Heritage when required.

**Interpersonal Skills/Contacts**

Internal

- Coordinate program activities with management to schedule tours and rentals.
- Purchase giftware, record sales, prepare deposits, pay bills and print reports.
- Strong interpersonal skills to assist with defusing personnel issues.

External

- Promotion of good public relations in the facilities and with the general public.
- Effective communication with contractors and service providers.
- Respond to escalated service issues including citizens who are upset.



## VISITOR SERVICES ASSISTANT

Non-Union

### **Work Demands**

Carries out work assignments that require the use of various pieces of office equipment, including but not limited to a computer, photocopier, projector, sound system and dishwasher.

Job involves standing, sitting, walking, table and chair set up and opening Roselawn (and the Museum and Heritage Village when required) in all weather conditions.

### **Environment**

Works at Roselawn reception and may be required to work at the Museum. May deal with members of the public that upset regarding the museum not accepting artifacts.

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Scott Luey – Chief Administrative Officer

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Date