

Revelstoke Railway Museum Sales Associate Job Description

The Revelstoke Railway Museum is seeking an energetic, outgoing individual to join our visitor services and retail team on a part-time basis.

Sales associates are integral to the museum's success and help to create an accessible and enjoyable museum and retail experience for all visitors. In this front-of-house position, attendants are visitors' first point of contact, providing a welcoming reception and sharing knowledge of the Museum and collection. In addition to processing admission, attendants are responsible for assisting visitors within the Museum Store, processing the sale of merchandise, memberships and transactional payments.

Responsibilities:

- Opening and closing the Museum following an established procedure.
- Providing visitors with a warm and professional welcome, detailed information and support services to visitors upon reception.
- Collecting and processing admission fees and membership and museum stores sales.
- Assisting with museum store display and inventory.
- Handling a variety of administrative duties including, telephone inquiries, answering emails and balancing daily paperwork.
- Helping with light tidying of the museum (e.g. watering plants, picking up litter, dusting display cases, windexing finger marks on windows, ensuring hand sanitizers are full).
- Preparing and fulfilling online orders.

Skills Required:

- Comfortability with computers with specific experience with Microsoft, Google and POS systems similar to Shopify
- Experience with retail operations like receiving merchandise, carrying out sales and restocking the floor
- Comfortability with all diverse abilities as well as a willingness to continue learning
- Proven record of working well with others as well as independently
- Effective time management
- Excellent communication skills (verbally as well as written)
- Multi-tasking
- Strong time management
- Shows initiative
- Has excellent problem solving skills
- Is comfortable with basic mathematical calculations and record keeping

- Follows instructions with ease

Qualifications:

- 1+ years in customer service, hospitality or non-profits considered an asset
- Available to work weekdays, weekends, and holidays as schedule
- Able to lift, move and carry up to 20 kg
- Willingness to learn about the needs for folks with diverse abilities
- Strong sense of customer service