



## Position of Retail & Admission Sales Associate

Based at this National Historic Site in Britannia Beach, your role will be as one of our Retail, Admissions and Food and Beverage team. The Museum is a key visitor attraction in the Sea to Sky Corridor and we pride ourselves on giving our 70,000 annual visitors a rewarding, enjoyable, entertaining experience. We have grown considerably since a major redevelopment (2010) and we are looking for enthusiastic team players to help us continue to grow. You will work alongside other staff to help deliver an excellent customer service experience to our visitors.

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### ESSENTIAL DUTIES:

- Perform opening and closing duties, and daily duties as assigned
- Greet customers and be able to discuss type, quality, and quantity of merchandise or services sought for purchase
- Process Admissions payments and organize large tour groups
- Process payments for, and assist customers with, purchases in the café and gift shop
- Prepare merchandise for purchase and assist in the display of merchandise, including daily cleaning and re-stocking
- Maintain sales records for inventory control, and complete daily cash reconciliation procedures

### RESPONSIBILITIES AND EXPECTATIONS:

- Increase sales through active salesmanship
- Become an expert on the product knowledge required to sell all the merchandise available
- Respond to all visitor inquiries to the Museum's customer service standard
- Communicate the Museums message and goals to visitors; educate self about the Museum, Britannia Beach's history, and mining history in BC
- Make suggestions to assist management in improvements or changes required to meet the goals of the Gift Shop, Admissions, Café, and the Museum in general

You will report directly to the Retail & Visitor Services Manager, although on a daily basis you will report to the Supervisor of Retail and Admissions.

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### REQUIRED EXPERIENCE AND QUALIFICATIONS:

- High School Graduate Diploma or higher
- Retail Experience, preferably in giftware

**Britannia Mine Museum**

PO Box 188, Britannia Beach, BC, Canada V0N 1J0 | Phone: 604-896-2233 | Fax: 604-896-2260 | [www.bcomm.ca](http://www.bcomm.ca)

## **SKILLS AND ATTRIBUTES:**

- Friendly, outgoing, and approachable
- Excellent verbal communication skills and enjoys working with the public
- Highly organized and detail oriented; with an eye for aesthetics and design
- Creative problem solver; self starter with initiative to learn on their own
- Good math and book-keeping skills
- Basic computer skills and some experience with POS and Debit/Credit systems an asset

## **General Information**

- Starting wage depending on skills and experience. Overtime will be limited and must be authorized by a Manager, but will be paid at 1.5 x, or time off in lieu.
- Full time positions are 5 days a week. Part time positions are flexible. We are open 7 days a week, so weekend work will be required in most cases. Working on statutory holidays will be expected, as appropriate to the season.
- A 37.5 hour week will be the norm for full time, though 40 hours may occur during high season. Normal working hours will be shift based between the hours of 8.30am and 5.30pm, or 6.30pm during high season. Occasional special events may mean working hours outside this range.
- Seasonal staff will be on a 1 month probation. Permanent staff will be on a 3 month probation.
- The Chamber of Commerce Group Insurance Plan is available for permanent employees over 20 hours per week. The employee is eligible for the package after 3 months of successful probation.

## **About the Museum**

The Britannia Mine Museum is governed by the Britannia Mine Museum Society. This Society is a non-profit organization, established in 1971 to preserve the material and social history of mining in British Columbia, and to educate the public about mining. It is a registered charity. The organization receives no government funding and relies on revenues, grants and donations for its operating costs. There are 21 buildings and structures, 7000 artefacts and 18,500 archival photos and documents in the care of the Society.

We currently see around 70,000 visitors a year. Our visitors come from both local and tourism sectors, and we attract all ages. We offer public (i.e. not pre-booked) and booked tours; tour timings vary depending on seasonal changes.

## **Applying**

To apply, please send or hand in your résumé to:

Cheryl Hendrickson, Retail & Visitor Services Manager

Britannia Mine Museum, Britannia Beach

[chendrickson@bcmm.ca](mailto:chendrickson@bcmm.ca), 604-896-2233 x 223