

NATIONAL HISTORIC SITE

BRITANNIA MINE MUSEUM

Position, Front of House Supervisor

Based at this National Historic Site in Britannia Beach, this full time role will be to supervise the retail and admissions 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 an enthusiastic leader to help us continue to grow. You will lead a great team to help deliver an excellent customer service experience to our visitors and showcase a well reviewed gift shop.

ESSENTIAL DUTIES:

- Perform opening and closing duties
- Oversee a team of sales associates to maintain a consistent customer service level
- Streamline Admissions payments and assist with processing large tour groups
- Prepare the daily, weekly and monthly reports required by the Management team
- Oversee inventory control and maintain weekly reorders
- Manage receiving of merchandise, daily replenishment, cleanliness of retail and café
- Support Museum events and programming

RESPONSIBILITIES AND EXPECTATIONS:

- Weekly scheduling of staff to fulfill operating hours
- Train team members to meet a required level of customer service and salesmanship
- Become an expert on product knowledge and train team with such knowledge
- Respond to visitor inquiries to the Museum's customer service standard

- Communicate the Museum's message and goals to visitors; educate self about the Museum, Britannia Beach's history, and mining history of BC
 - Make suggestions to assist management in improvements or changes required to meet the goals of the Gift Shop, Admissions and Café, and the Museum in general.
 - Knowledge of POS system
 - Available on weekends and holidays as scheduling requires
 - Excellent motivational skills
-

REQUIRED EXPERIENCE AND QUALIFICATIONS:

- High School Graduate Diploma or higher
- Sales and/or Customer Service Supervisory experience preferred
- POS experience
- Familiar with Excel, Word, and Outlook

This position reports to the Retail & Visitor Services Manager. Previous experience in a retail or customer services role is valuable but not essential. Please send resume to chendrickson@bcm.ca