JOB DESCRIPTION

Visitor Experience Lead

The Claresholm & District Museum and Visitor Information Centre requires a highly motivated, outgoing, and mature individual who will lead the Visitor Information Centre including providing travel information to visitors, organizing tourist brochures and materials, managing a small gift shop, answering telephone enquiries and e-mail, and general administrative duties. The employee must be able to work weekends. The employment period extends from April 30 to October 8 (Thanksgiving Weekend).

The Lead will supervise a Tourism Counsellor and Education Programming Assistant, who is responsible for tours, as well as directing volunteers when needed.

The Lead will ensure the daily cleanliness of the Museum Station, including maintaining the washrooms, vacuuming floors, dusting display cabinets, and upkeep to the appearance of the grounds around the building.

The Lead will work under the direction of the Museum Executive Director.

Experience and Skills

The candidate should have some post-secondary education and have a strong background in public relations, retail experience and customer service. We are seeking a candidate with the following skills or traits:

- Well-organized, tactful, have a sense of humor, and have excellent people skills.
- Reliability, honesty, accountability and punctuality.
- Experience with handling cash and a Point of Sale system.
- Computer proficiency including Microsoft Office (Outlook, Word, Excel & PowerPoint), Internet, and Social Media.
- Attentive to detail and methodical work habits.
- Knowledgeable about Claresholm and southern Alberta in general.
- A second language such as French or German is an asset.

Pay rate is $16.15 per hour.

Please submit resumes to Lisa Chilton, Human Resources Manager with the Town of Claresholm, by April 6th, 2018.

lisa@claresholm.ca
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