

## **Visitor Services Representative (occasional contract)**

The Aga Khan Museum (AKM) in Toronto, Canada offers visitors a window into worlds unknown or unfamiliar: the artistic, intellectual, and scientific heritage of Muslim civilizations across the centuries from the Iberian Peninsula to China. Its mission is to foster a greater understanding and appreciation of the contribution that Muslim civilizations have made to world heritage. Through education, research, and collaboration, the Museum will inform and inspire audiences from all cultures by presenting art created in the Muslim world throughout the past fourteen centuries, along with current paths of artistic practice and cultural development.

### **Purpose of Position**

Reporting to the Museum Operations Supervisor, the Visitor Services Representative will be responsible for servicing visitors to the Museum by proactively engaging with them and offering information using a sound knowledge of all visitor attractions, including retail products on offer, within the Aga Khan Museum. They will work on the Museum floor, supporting Museum Operations as well as Retail Operations departments.

### **Key Responsibilities**

#### Overall

- Greet and welcome visitors and patrons to the Museum.
- Communicate with a variety of visitors with diverse interests and abilities to ensure a positive Museum experience.
- Adhere to performance standards, with particular focus on customer service excellence.
- Respond to telephone calls courteously and efficiently.
- Ensure all areas are kept clean, tidy and free of clutter and rubbish.
- Be responsible for processing cash and card payments and balance cash registers with receipts, ensuring that all institutional policies and procedures are followed.
- Resolve visitor concerns and complaints promptly and to their satisfaction and escalate to the supervisor as and when required.
- Report any accident or incident ensuring appropriate policies and procedures are followed.
- Ensure that Health and Safety regulations and safe working practices as required by current legislation and the Museum's Health and Safety Policy and practices are adhered to and participate as directed in all agreed evacuation procedures.
- Ensure that all materials and resources are effectively and efficiently utilized to minimize waste and reduce costs.

#### Museum Operations

- Efficiently and accurately process all visitor admission tickets to visitor attractions.
- Usher visitors in the auditorium, ensuring all institutional policies and protocols are followed.
- Maintain a well-informed, working knowledge of the exhibitions and services available at the Museum.



### Retail Operations

- Open and close shop - be responsible for cash handling, i.e., opening fund, fund bags, bank deposits, register overages and shortages.
- Maintain sales records and inventory by checking merchandise to determine inventory levels.
- Process Purchase Orders and paperwork as it relates to ordering.
- Be responsible for pricing products and attach price tags to merchandise on the shop floor.
- Place/replenish products onto the Shop floor as and when needed/directed.
- Stock shelves with merchandise and promote sales by demonstrating merchandise and products to customers.
- Be responsible for stockroom maintenance and organization.
- Assist in set up/sales in potential pop-up shops within the GTA as and when directed.
- Report discrepancies and problems to the supervisor.
- Deal with customer refunds.
- Be responsible for security within the shop and be on the look-out for shoplifters and fraudulent credit cards etc.
- Keep up to date with special promotions and assist in putting up displays.
- Any other task assigned by the supervisor.

### Qualifications & Experience

- Minimum College degree or diploma in administration or related field.
- Minimum 3 years of experience working in a team-oriented, collaborative customer-facing environment.
- Excellent communications, interpersonal and analytical skills.
- Exceptional customer service orientation.
- Strong computer skills, including MS Excel.
- Experience using customer relationship management (CRM), point of sale (POS) and ticketing software. Knowledge of Tessitura is desirable.
- Experience of cash handling.
- Ability to lift up to 25 lbs.
- Ability to travel within the GTA for external Pop Up Shops and events related to Museum operations.
- Availability to work evenings, public holidays, and weekends.
- Previous experience working in a museum will be an asset.
- Expressed interest in the mandate of the Museum.

### To Apply

This is an occasional contract position and selected candidates will be engaged as and when required. Please send your cover letter and resume to [akm.hr@akdn.org](mailto:akm.hr@akdn.org) on or before **November 29, 2018**.

The Museum thanks all those who apply, however only shortlisted candidates will be contacted.

Please note that AKM is an equal opportunity employer and is committed to fair and accessible employment practices. Upon request, suitable accommodations are available under the Accessibility for Ontarians with Disabilities Act (AODA) for applicants invited to an interview.