

Fisheries Museum of the Atlantic
Position: Visitor Services
Department: Gift Shop
Direct Report: Visitor Services Lead and Senior Operations Supervisor
Date: 2019
Reviewed: November 4, 2021

Responsibilities:

- Provide an excellent customer service experience
- Efficiently and quickly process customers at point of sale
- Attains statistical information on visitors to the Museum
- Completion of all aspect of retail sales at cash as directed including returns and wharf fees
- Promotes visitation to the Museum
- Promote pass sales, special events & special promotions
- Follow all retail policies and procedures
- Become knowledgeable of retail products & suppliers
- Promotion of retail products
- Maintenance products display in a clean & attractive manner
- Recording of customer comments for review
- Recording of product requests
- Identifies/communicates any suspicious behaviors to others & supervisors
- Monitor visitors in gift shop area & provide feedback
- Notifies supervisory & maintenance of any safety concerns
- Notifies supervisors on duty of any incidents
- Maintain a professional appearance and always follow Museum dress code
- Assist with special events as required

Qualifications:

- Experience in recognized retail sales program
- Experience in Customer sales
- Commitment to customer service excellence
- Possesses the skills and judgement to handle diverse customers and difficult customer situations
- Team Building training a definite asset
- Previous experience in a retail environment
- Experience & demonstrated competency in the usage of a point-of-sale system (POS)
- Safety training a definite asset

- Experience with merchandising
- Demonstrates positive interaction with the public
- Ability to quickly learn new systems
- Ability to multi-task and prioritize
- Strong communication skills
- Completion of customer service training such as Super Host program an asset
- Bilingual or multi-lingual a definite asset
- Can work independently or part of a team
- Has strategic thinking in managing and utilizing any given authority properly
- Willingness to work flexible hours including weekends and evenings
- A genuine interest in museums
- Must be bondable
- Possesses a valid driver's License and clear driver's abstract
- Must provide a current Vulnerable Sector Check

Regular job performance reviews are conducted and reflect current job description criteria. Every Employee of the FMA is required to strive toward excellence in customer service. All responsibilities and job tasks must be performed in a professional manner toward public and fellow employees. Every employee is an important part of our team and must contribute positively to our team. Every employee must be diligent in working safe and ensuring the safety of our visitors and fellow employees.