



BC FOREST DISCOVERY CENTRE

Interpreting British Columbia's forest community – past, present, future

JOB DESCRIPTION March 2017

Descriptive Job Title:

Admissions and Museum Assistant

Department/Unit:

Operations / Support

Classification:

Support Staff

Reference:

Programme

The British Columbia Forest Discovery Centre is a museum with an educational mandate to tell the story of the past, present, and future of the forest industry in British Columbia. The BCFDC is situated on 100 acres of forested property and uses artifacts, innovative exhibitions, a fully operational heritage railroad and educational public programming to inform, inspire and entertain the public.

General Accountability & Purpose of the Job

Reporting to the Curator and Manager, the Admissions and Museum Assistant is primarily responsible to facilitate the sales and transactions of exhibit admission tickets to individuals and groups in a friendly and positive manner at the Admissions Desk and Museum Store. Provide courteous customer service and handling cash and receipts; responds to general enquiries; assist the Curator with various educational and outreach projects and act as a train conductor when required.

Duties and Responsibilities

1. Facilitates the sales and transactions of exhibit admission tickets and gift shop sales.
2. Participates in recording of reservations and programme bookings.
3. Maintains and updates comparative records and visitor attendance statistics.
4. Gift Shop shelf stocking, arranging, and display development.
5. Performs end of day reconciliation of cash/monies receipts balancing with sales as indicated in the cash register journal.
6. Support the Education programme by acting as a Site Interpreter to educate the public and students on the historical relationships between people and the forest in British Columbia. The tours can be formal guided tours and/or other informal interpretive activities to assist with the promotion of the centre's Education programme.
7. Assist the Curator with the preparation for various tour groups and educational programmes.
8. Assists the Curator with the development and production of exhibits and displays.
9. Assists the Curator with the care of collections, materials, and equipment (industrial equipment, vehicles, etc.).
10. Act as a Conductor on both the Steam and Gas Locomotives.
11. Communicates by mobile radio with conductor/engineer relating to scheduling and operations of train [i.e. delivery vehicle requiring crossing tracks, train schedule change].
12. Assist with the development and implementation of special events and summer programming.
13. Participates in ensuring that special arrangements for group visits are met (e.g. catered lunches, room and site rental set-up arrangements, BBQ's, etc).
14. Works in the concession ensuring a high customer service level is maintained, the use of cash sales for products and all food items are sold and health and safety guidelines are maintained.
15. General cleaning of the galleries, exhibits and concession areas.

16. Participates on committees, task forces, or special projects as requested.

17. Other related duties.

Special Requirements

Valid BC Drivers License

Tools / Equipment

Cash register and interact system.

Computer hardware and software relevant to the job function.

Mobile radio.

Working Conditions

Weekend and evening work may be required.

Qualifications

Education:

- Secondary school graduation or the equivalent combination of education, training, and experience.
- Good working knowledge of staff functions, activities and programmes of the facility ensuring applicable rules, regulations and policies regarding programme activities are adhered to.
- Conductor Certificate or the ability to successfully obtain.
- Food safe Certificate or the ability to successfully obtain.

Skills and Abilities:

- Proven skill and ability in dealing with public in an enthusiastic and friendly manner.
- Good organizational and planning skills.
- Good problem-solving capabilities.
- Ability to deal and communicate effectively both orally and in writing and to deal courteously, tactfully and diplomatically with other employees and the general public.

Experience:

- Experience in receiving and making change, cash.
- Demonstrated public reception; dealing with the public in an enthusiastic and friendly manner.