



BC FOREST DISCOVERY CENTRE

Operated by the BC Forest Museum

Museum Assistant Job Description

\$20.50/hour

The British Columbia Forest Discovery Centre is comprised of more than 5000 forest history artifacts. Using steam locomotives, it operates a 2.4 kilometres (1.5 mile) narrow-gauge steam railway. Nearly two kilometres of wheelchair accessible trails allow visitors to explore the 40-hectare (100-acre) site. The museum provides a unique forest history experience. The operating season is April to December, with employment periods being approximately 10 months per year.

General Accountability and Purpose of the Job:

Reporting to the Cashier Supervisor and Operations Manager, the Museum Assistant is primarily responsible for Admissions and Gift Shop sales, conducting on the train as well as grounds work such as lawn maintenance and track work.

Duties and Responsibilities:

1. Ensure the adherence of proper safety standards.
2. Facilitates the sales and transactions of admission tickets, gift shop, and concession sales.
3. Grounds work including track maintenance, lawn maintenance, etc.
4. Participates in the maintenance of inventory in Gift Shop and Concession, along with cash reconciliation duties.
5. Assist in the preparation and execution of site tours and education programs.
6. Act as a Conductor on Locomotives.
7. Assist with the development and implementation of special event and summer programming, along with decorating for events such as Christmas and Halloween.
8. 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).
9. Work 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.
10. General cleaning of the galleries, exhibits, buildings, and concession areas.
11. Other related duties.

Qualifications:

Skills and Abilities:

- Ability to deal with public in an enthusiastic and friendly manner.
- Organizational and planning skills.
- Problem-solving capabilities.
- Manner and appearance compatible with public contact type of work.
- 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.
- Ability to perform physical duties such as ground maintenance and track work.

Experience:

- Cash experience an asset.
- Customer service skills.
- Grounds maintenance experience an asset.

Variable schedule, Weekend work will be required during the operating season.