



## REVELSTOKE RAILWAY MUSEUM

"REVELSTOKE HERITAGE RAILWAY SOCIETY"

P.O. Box 3018  719 Track Street W.  
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### Manager of Retail & Visitor Services

*Full-Time Summer (5 days per week); Part-Time Winter (1-2 days/week).*

*Overtime work is rare.*

*\$21 per hour + employer EI & CPP contributions*

*Deadline for applications: September 21, 2021*

*Start Date: September 29, 2021*

The Revelstoke Heritage Railway Society is seeking an energetic, outgoing individual to lead our visitor services and retail team on a full-time basis (summer) and part-time basis (winter).

The Revelstoke Heritage Railway Society operates the Revelstoke Railway Museum and the Last Spike Store at Craigellachie, two major regional cornerstone cultural attractions. Combined, the Society's Railway Museum and Craigellachie operations are critical to the Society's financial sustainability, growth, and delivery of value to our communities.

For nearly thirty years, the Revelstoke Railway Museum and Craigellachie Last Spike Store have delighted hundreds of thousands of visitors. This role is a great opportunity to help move two of Revelstoke's cornerstone cultural facilities to the next level and build a successful museum commerce program. Together with the Executive Director and Curator, the Manager of Retail and Visitor Services is a member of the Museum Leadership Team.

#### **Responsibilities:**

- Maintaining a friendly and positive visitor experience at the Revelstoke Railway Museum and maintaining a positive and collaborative work environment for the Museum's Retail and Visitor Services Team.
- Merchandizing the Museum Store to ensure a pleasant shopping experience and maximizing sales per visitor.
- Continuously improving and renewing product lines, monitoring inventories and ordering products for the Museum Store and Last Spike Store within the open-to-buy budget. Receiving and tagging merchandise and preparing it for sale.
- Establishing and continuously improving all visitor services and retail policies, operating procedures and customer service standards for the Revelstoke Railway Museum.
- Collaborating with the Last Spike Store Supervisor in all aspects of the Store's operation. Weekly half-day trips to Craigellachie during its May-October operating season are required (mileage reimbursed).
- Leading the Visitor Services and Retail Team, developing staffing schedules, onboarding and training staff and ensuring stable continuity of the Revelstoke Railway Museum's operations.

- Collaborating with the Museum Leadership Team in ensuring a high-quality operation and advancement of the Revelstoke Railway Museum, in organizing and presenting special events, and in taking bookings for visiting groups and tour buses.
- Reviewing daily financial results, processing revenues and reports, making bank deposits, and working closely with the Bookkeeper in ensuring timely and accurate financial reporting.
- Ensuring the Shopify Point-of-Sale system is accurate and regularly updated, maintaining, renewing and enhancing the Society's On-Line Store and ensuring on-line orders are fulfilled.

### **Skills and Competencies:**

The ideal candidate has a minimum of 3-5 years of successful leadership experience in a retail setting, shows strong business acumen and is a strong generalist in all aspects of retail operations including: team leadership and staff scheduling; customer service; budgeting and financial performance; product selection, ordering inventory and control; reporting and cash handling; merchandizing; and on-line retail.

The successful candidate will also have demonstrated strengths in the following skills and competencies:

- Passion for customer service and visitor experience, with success in improving both. Experience in the museum or cultural environment is a definite asset.
- Developing and monitoring retail operating budgets and financial performance. Familiarity in using basic retail performance measures is preferred.
- Entrepreneurial instincts and enthusiasm for identifying new products and opportunities, continuously improving and growing a retail operation. Familiarity with museum store best practices is a definite asset.
- Organizational and multi-tasking skills and the ability to “switch gears” and adapt to changing situations.
- Advanced computer skills, particularly Excel, and use of point-of-sale systems. Strong working knowledge of Shopify is preferred.
- Committed to following COVID prevention protocols.
- Available to work full-time during the summer months (April-October) and part-time during winter months.
- Has a motor vehicle operator's licence and can supply own transportation to Craigellachie.
- Able to lift, move and carry up to 20 kg

Please Note: Applications will only be considered for individuals who are already Canadian residents and legally eligible to work in Canada. Applicants from outside of Canada will be declined.

E-mail your resume to: [director.railway@telus.net](mailto:director.railway@telus.net) or mail to:

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