**Vancouver Police Museum & Archives**

**Museum Assistant (temporary short-term contract position)**

VPMA is looking for 2 x Museums Assistants to support the daily operations of the museum for a temporary period of time. Working under the direct supervision of our Acting Director, the Museum Assistants’ primary role will be to welcome visitors, process ticket sales, and offer excellent customer service to our visitors. The Museum Assistants are also required to support the Acting Director in marketing the museum, assisting in the delivery of educational workshops, and exhibits maintenance where needed.

KEY DUTIES & RESPONSIBILITIES

* Greet visitors to the Museum, and respond to their questions, in a friendly and professional manner;
* Facilitate the admissions process, including point of sale transactions and handling cash, as required;
* Track and coordinate museum bookings online;
* Track and maintain relevant statistics associated with Museum visitation;
* Provide excellent customer service through Gift Shop sales & transactions;
* Engage visitors – as required – with prepared key messages associated with the Museum’s exhibits, and refer other special requests (research, donations, etc.) to additional resources (such as our website, books and/or to appropriate Museum staff;
* Assist with any public programs or related duties;
* Provide service and support to any groups using/visiting Museum
* Carry out general retailing-related responsibilities in the Gift Shop (inventory tracking, stocking and replenishing of shelves, organization, etc.)
* Occasional shifts for special events may be required;
* Provide support on Museum & Archives projects, including general administrative tasks, as required;
* Open and close the Museum buildings according to established procedures and policies;
* Other duties as assigned.

QUALIFICATIONS AND EXPERIENCE

* Training or experience in customer service within a museum or cultural setting is an asset.
* Strong interest in local history and working in a museum setting.
* Experience working with the public and answering telephones.
* Excellent communication and interpersonal skills, and experience working well in a team environment.
* Strong organizational skills.
* Excellent written communication skills.
* Excellent computer skills and comfort-level with technology.
* Experience working with children an asset.
* Ability to work on tasks with minimal supervision

CONDITIONS OF EMPLOYMENT:

This is a short-term contract of 2 – 3 months and would suit someone who is looking for some museum experience in a temporary capacity. The position is on site at VPMA, 4 days a week, Thursday – Sunday, 9am – 5pm (Sunday 10 – 5pm). The starting date for this role is Saturday Feb 18th, 2024 or sooner if possible.

REMUNERATION

$18 p/h with 4% in lieu of vacations.

HOW TO APPLY:

Please forward your resume and brief cover letter by Wednesday 7 February:

Pamela Roberts, director@vancouverpolicemuseum.ca