

REGULAR EMPLOYMENT OPPORTUNITY

Position: Volunteer and Visitor Centre Coordinator

ABOUT THE MARITIME MUSEUM OF BC

Our mission is to engage communities in witnessing and preserving maritime heritages. Our vision is that maritime experiences are boldly embraced, shared and lived from a cultural centre on the waterfront.

The Maritime Museum of BC (MMBC) offers year-round exhibits, programs, and events including school programs, craft workshops, skills based Maritime Masterclasses, a speaker series, and annual events like the Massive Marine and Outdoor Garage Sale and the Victoria Classic Boat Festival.

The MMBC has three locations: one downtown public location (about 3,000 sq/ft) and two off site storage locations (totalling 13,000 sq/ft). The collections contain:

- 35,000 objects
- A research library and archives
- 3 historic sailing vessels called *Tillikum*, *Dorothy*, and *Trekka*.

The MMBC is currently run by 6 regular staff members, 11 Board members, and approximately 100 volunteers who provide their time throughout the year in all areas of museum operations.

The Team

Our team at the MMBC is tight-knit, flexible, and excited about the work we do. We work closely with an amazing and supportive group of committed board members and volunteers. All of us come from different backgrounds, which we believe is part of our strength! We also



have community partners in many local organizations who we work with and deliver programming to on a regular basis.

What you can expect

This is an opportunity to continue the development and delivery of our volunteer program and improve systems to streamline operations in all areas of the museum. The MMBC is in the process of establishing new volunteer systems. Your first priority will be to help in this process while maintaining the current flow of volunteers.

A new database has been set up using Better Impact. This system is mostly in place, but still requires some work including refining online training, setting auto-responses, and creating custom how-to guides for our volunteers. There is also work to be done in revising our Volunteer Policy and implementing regular social activities for our volunteers.

In addition to overseeing these volunteer systems for all volunteers, you will be responsible for your own team of volunteers in the Visitor Centre. These are the front desk volunteers who are the first interaction most of the public has with the museum- as such their role is vitally important. You will oversee the front desk volunteer schedule, prepare and deliver training documents specific to this role, recruit and train new volunteers as needed, and maintain the front desk manual- a key in communications between front desk volunteers and the MMBC staff. When we are short volunteers on the front desk you will be the main person to step in to cover schedule gaps.

In addition to the volunteer duties, you will also be in charge of the gift shop. You will keep tabs of inventory, order new stock when needed, seek out new vendors, and find unique collections-based products to sell in the shop. When an online order is purchased you will be the one to process it.

You will report directly to the Executive Director for all of your work tasks.

Position Responsibilities

- Volunteer Coordination
 - Oversee and maintain the volunteer database using Better Impact
 - Process new volunteer forms and forward volunteers to the right department
 - Update and maintain status of volunteers (i.e. active vs. inactive)
 - Process criminal record checks with volunteers as needed



- Work with other staff to prepare and maintain volunteer position descriptions
- Recruit new volunteers by posting volunteer opportunities through Volunteer Victoria and keeping these up to date
- Attend volunteer recruitment events
- Help organize volunteer in-person volunteer training sessions
- Organize regular social activities for volunteers
- Visitor Centre
 - Recruit, train, and coordinate volunteers on the front desk.
 - Maintain the Front Desk Manual for volunteers
 - Maintain the promo materials at the front desk
 - Ensure the front desk is well stocked with brochures, Activity Books, and “treasure”
- Gift Shop
 - Manage orders and consignment agreements for Gift Shop stock.
 - Prepare Gift Shop reports as needed, including an annual inventory.
 - Produce sales reports in Shopify.
 - Prepare and manage an online Gift Shop through Shopify, including preparing and mailing online orders.
 - Maintain the cash float
 - Do weekly bank deposit
- Additional duties as discussed with the Executive Director.

The ideal candidate will:

- Have at least 2 years of experience working directly with volunteers.
- Have excellent communication and interpersonal skills.
- Enjoy working with a range of ages and people from diverse backgrounds.
- Be passionate about the role volunteering plays in the community.
- Have a positive outlook and be a good team player.
- Have strong attention to detail and organizational skills.
- Have the ability to work independently, be self-directed, and demonstrate initiative.
- Be self driven and can easily handle multiple priorities with deadlines at once.
- Be able to approach sensitive situations with tact.
- Be enthusiastic and motivated to learn about maritime history.
- Be physically able to set up and move tables and chairs, and lift and carry items up to 25lbs in weight in order to set up for volunteer events and recruitment fairs independently.



The following are considered assets:

- Familiarity with Better Impact
- Familiarity with Kindful (where our current volunteer data is being tracked)
- First Aid Certificate
- A demonstrated interest in BC's nautical heritage

The selected candidate will need to agree to and sign that they have read and understood the following:

- Employee Manual
- Code of Conduct
- Vacation Policy

What We Offer:

- Flexible time off including the option to substitute statutory holidays
- Health spending account after a probationary period of three months
- A matching RRSP program
- Five paid sick days a year
- Professional Development opportunities including paid time for cultural learning
- Enjoyable work that matters with a collaborative and supportive team

Salary: Starting wage, \$25.40 - \$27.40/hour, depending on experience.

Schedule: 37.5 hours a week, Sunday to Thursday. A typical day will be 9:00 AM to 5:00 PM with a half hour unpaid lunch break. Some evening and weekend work will be required.

Application due: Open. Interviews will be conducted on a rolling basis. The application will stay open until a successful candidate has been identified.

Start Date: By 1 April 2024, preferably sooner. There will be a three-month probationary period.

TO APPLY

Please apply with a **cover letter, resume, and three references** in a single PDF to the HR Committee by email at bvis@mmbc.bc.ca.



The Maritime Museum of BC actively welcomes and encourages applications from women, people with disabilities, Indigenous peoples, and visible minorities. We value those with lived experience and/or experience with DEAI (Diversity, Equity, Accessibility, and Inclusion) work.

We would like to thank all applications for their interest in this position. Only candidates selected for an interview will be contacted.