



Summer Visitor Experience Coordinator – Surveys and Evaluations

The Gulf of Georgia Cannery, built in 1894 in the historic village of Steveston, is a living monument to the people involved in BC's fishing industry. The National Historic Site is operated by the Gulf of Georgia Cannery Society, a non-profit society. Collaborating with Parks Canada, the Society preserves Canada's West Coast fishing history and presents it in an engaging and relevant way.

We are seeking a detail-oriented and outgoing individual to support the site in conducting visitor-focused surveys and evaluations to help us make improvements to the visitor experience. Our team and working environment exemplify inclusivity and diversity. We pride ourselves in demonstrating open minds, open hearts and welcoming all who participate in our endeavours.

This position is funded by Canada Summer Jobs. Successful applicants must be under 30 years of age during the full term of employment.

Responsibilities:

The Summer Visitor Experience Coordinator will report primarily to the Visitor Services Coordinator and the Curatorial Program Manager and will play a significant role in gathering actionable feedback that will be used to make improvements to the site and visitor offer.

Specific tasks and duties assigned to the Visitor Experience Coordinator include:

- Conduct front end evaluations, visitor surveys and general observation of visitor patterns
- Analyze data collected
- Produce reports that summarize data and make recommendations for changes or improvements to our offer
- Provide general information to visitors about the Cannery, surrounding village, and other nearby heritage attractions
- Perform front desk duties, including greeting visitors, responding to visitor enquiries, and conducting admission and Cannery Store transactions using our Profitek POS system
- Report visitor concerns or safety issues to supervisor in a timely manner
- Participate in staff meetings and group training opportunities when offered

- Work with other staff to deliver special events at the site
- Other duties as required and directed by the Visitor Services Coordinator or Curatorial Program Manager

Qualities:

- You are a motivated team player who can work independently
- You are highly adaptable and able to make quick, intelligent decisions based on new information.
- You act with uncompromising honesty, integrity and ethics.
- You demonstrate initiative and strong leadership skills
- You demonstrate attention to detail
- You have strong interpersonal and communication skills
- You are dedicated to building diversity, inclusivity and fostering reconciliation within our sector
- You enjoy being a member of a team passionate about history, community and sharing our diverse stories.

Skills and Experience:

- Exceptional interpersonal skills and the ability to connect with audiences. Previous experience in front-line customer service is an asset.
- Fluency in English is required, fluency in French or other languages is a strong asset.
- Can demonstrate confident and engaging public speaking skills.
- Experience analyzing data and compiling reports is an asset.
- Proficient in MS Office applications and high technological literacy.
- Experience in delivering exceptional customer service in a museum or heritage setting is preferred.

Hours: This is a part-time, temporary position at 30 hours weekly; the position is expected to begin on June 18th, 2024 and run for a total of 9 weeks. This position requires a flexible work schedule that may include evenings, weekends, and holidays to coordinate with programs and special events. A vulnerable sector screening with a police service will be required.

Compensation:

- \$18.00 per hour @ 6 hours per day.
- Comprehensive training will be provided by the employer along with 1:1 mentorship provided by the Curatorial Program Manager.

We are actively recruiting for this role and only shortlisted candidates will be contacted. **Apply by June 1st, 2024 with a cover letter and resume addressed to:**

Tatyana Beck, Curatorial Program Manager
Gulf of Georgia Cannery Society
Tatyana.beck@gogcannery.org

Only those candidates chosen for an interview will be contacted. No phone calls please. For more information about the site, please visit: www.gulfofgeorgiacannery.org

If you are interested in working with us, but see something in this posting that excludes you, please reach out to us. We are committed to decolonizing our practices and creating an inclusive working environment that accommodates all backgrounds and abilities. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, and identification as an Indigenous person.