

Position: Manager of Visitor Services and Retail, Revelstoke Railway Museum

Job Type: Permanent, 35 hours per week (hours may vary seasonally, e.g., 40 hours/week in summer, 20 hours/week in winter)

Salary: \$28.00/hour

Summary

The Revelstoke Heritage Railway Society operates the museum gift shop and the Last Spike Gift Shop at Craigellachie. Together, these attractions are key to delivering community value and supporting the Society's financial sustainability.

Reporting to the Executive Director, this role works closely with the Museum Leadership Team, including the Curator and Manager of Administration, to support the organization's mission.

The Manager is responsible for front-of-house operations at both locations, ensuring excellent visitor experiences and effective retail performance. The role also serves as the central point of communication between staff, volunteers, and visitors, supporting a collaborative and well-functioning team.

The successful candidate will have, or be willing to develop, knowledge of Canadian Pacific Railway history and Canadian Pacific Kansas City's relationship to Revelstoke, including awareness of the Indigenous communities connected to this land.

Key Responsibilities

Visitor Services & Customer Experience

- Maintain a welcoming visitor experience at the Revelstoke Railway Museum while fostering a positive, collaborative work environment for the Retail and Visitor Services team.
- Maintain clear communication between staff, volunteers, and departments, and model professional standards in customer service, dress, and conduct.
- Support special events, programming, and venue rentals as part of front-of-house operations.
- Maintain visitor tracking statistics and reporting to support operational and strategic decision-making.

Retail Operations & Merchandising

- Lead all retail operations, including product selection and development, inventory management, ordering, merchandising, and preparation of goods for sale at both gift shops.
- Maximize retail performance by monitoring operational results, improving sales per visitor, and supporting business growth and profitability.
- Develop, implement, and evaluate retail promotions, special initiatives, and sales strategies.

Leadership & Staff Management

- Lead staffing and team development, including scheduling, onboarding, training, supervision, and ensuring consistent day-to-day operations.
- Collaborate closely with the Museum Leadership Team to support high-quality service delivery and alignment across all museum operations.

Financial & Systems Management

- Oversee Shopify Point-of-Sale and online store operations, ensuring system accuracy, timely order fulfillment, and ongoing improvements to e-commerce performance.
- Provide accurate financial reporting for retail operations to museum administration.

- Develop, document, and continuously improve retail and visitor services policies, procedures, and customer service standards.

Operations & External Relations

- Plan and execute the annual opening and closing of the Last Spike Gift Shop, and collaborate closely with the on-site Supervisor during the May–October operating season, including weekly travel to Craigellachie (mileage reimbursed per CRA rates).
- Ensure ongoing groundskeeping and exhibit maintenance are supported and coordinated.
- Represent the Museum Gift Shop in the local community and maintain strong external relationships.
- Perform other related duties as required.

Skills and Competencies

- **Customer Service & Visitor Experience:** Strong commitment to customer service and visitor experience, with proven ability to enhance both. Experience in a museum or cultural setting is an asset. Excellent written and verbal communication skills with a professional, welcoming approach. Comfortable working with diverse audiences and committed to ongoing learning.
- **Leadership & Team Management:** Proven experience in staff supervision, team leadership, onboarding, training, and scheduling. Strong teamwork skills and ability to work collaboratively with others.
- **Retail Operations & Business Development:** Experience in retail operations including ordering, merchandising, and meeting sales targets. Entrepreneurial mindset with ability to identify new products, revenue opportunities, and retail improvements. Interest in developing new business initiatives and improving operational performance; museum gift shop experience is an asset.
- **Financial Management & Analysis:** Experience in budgeting, financial management, and monitoring retail performance, including reporting on operating budgets and key retail metrics.
- **Systems & Technical Skills:** Strong numeracy and advanced computer skills, including Microsoft Office, Google Workspace, Excel, and POS systems; Shopify experience preferred.
- **Organization & Time Management:** Strong organizational and multitasking abilities with the flexibility to adapt and manage shifting priorities. Strong time management and ability to prioritize competing demands.
- **Education (Asset):** Undergraduate degree in Anthropology, Museum Studies, Art History, Business, or a related field considered an asset.

Minimum Qualifications

- 3–5 years of retail, non-profit, or tourism experience.
- Minimum 1 year of management experience, including staff supervision.
- Ability to lift, move, and carry up to 40 lbs (20 kg).
- Valid Class 5 driver’s licence and access to reliable personal transportation for weekly travel to Craigellachie.

Position Start Date

May 4th

How to Apply

We will only be contacting candidates selected for interviews.

Please submit your application by email to:

Victoria Hill

Executive Director

Vhill@revelstokerailwaymuseum.org