



WOODLAND
CULTURAL CENTRE

Visitor Services Clerk Job Description

Location: Woodland Cultural Centre, 184 Mohawk Street, Brantford, ON
Position: Visitor Services Clerk (9 month contract)
Hours: 9 am - 4:30pm; Monday - Friday
Some evening, weekends and holidays required for special public events
Rate of Pay: \$15.00 per hour x 37.5 hours per week
Closing Date: March 23, 2018
Start Date: April 3, 2018 until December 29, 2018

The Woodland Cultural Centre is seeking a pleasant and friendly individual with exceptional customer service skills to greet and direct visitors as well as provide information regarding the Centre and its activities.

Job Duties:

- Assuming responsibility for greeting and orienting visitors
- Providing information regarding the museum, exhibitions, and upcoming events
- Handling museum admissions, product sales, and donation money
- Utilizing Shopify Point of Sale System for all Centre transactions
- Conducting end-of-day accounting and submitting financials on a weekly basis
- Scheduling weekend staff
- Liaising with Woodland Cultural Centre staff members to ensure the smooth operation of programming, events, exhibitions, and day-to-day activities
- Providing driving directions and information regarding Six Nations and surrounding areas to out of town visitors when requested.
- Answering the telephone and providing accurate information to the caller, or directing calls to appropriate staff/departments; placing outgoing calls when requested.
- Promoting a favourable image of the Centre at all times

Qualifications:

- Excellent knowledge of Shopify or POS systems for and retail experience
- Has worked in customer service for 3 – 5 years minimum
- Bondable
- Interest in Indigenous arts and culture
- Good working knowledge of computer software and various programs
- Good organizational skills, and willing to learn in an office environment
- Effective verbal and listening communication skills
- Time management skills, and completion of assigned projects
- Able to work as a team as well as independently

If interested, please send cover letter, three (3) references and resumé no later than March 23 at 2PM to:

Woodland Cultural Centre
184 Mohawk Street
Brantford, ON N3S 2X2
Attn: Naomi Johnson

Email: njohnson@woodlandculturalcentre.ca

184 MOHAWK ST. BRANTFORD, ON. N3S 2X2
WOODLANDCULTURALCENTRE.CA
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