



WOODLAND  
CULTURAL CENTRE

## VISITOR SERVICES COORDINATOR

**Full Time Position: 37.5 hours/week**

**Salary: \$30,000 - \$48,786**

### SUMMARY:

The Visitor Services Coordinator position is responsible for monitoring admission to the Museum and Art Galleries and operation of gift shop at the Woodland Cultural Centre. The Visitor Services Coordinator is responsible for handling day-to-day operations of gift shop, admission fees, accepting donations, ensuring the associated paperwork is filed, and answering general questions from the public about the Centre and special events. As the face of the Centre, the Visitor Services Coordinator must maintain a welcoming, helpful and professional relationship with all visitors to the Centre. The Visitor Services Coordinator is responsible for the scheduling of part time, weekend staff, and works with all other departments to ensure the smooth operation of the Centre on a daily basis.

In addition, the Visitor Services Coordinator must conduct end-of-day finances, finance reporting, stay updated on public events and exhibitions held by the Centre, ensure the sales shelves are kept clean and stocked, provide visitors with directions to local and community spaces of interest, and ensures that the Centre's reception area is kept in order. The Visitor Services Coordinator documents all inventory and sales of the Centre to, reporting revenue to the appropriate department, and tracks and records museum admission and sales statistics.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for greeting and COVID screening of visitors
- Provides information to visitors regarding the gift shop, museum, exhibitions on display and upcoming events
- Utilizing Square Point of Sale system for all applicable Centre transactions
- Donation tracking and tracking associated Charitable Tax Receipts
- Inventory tracking and management of sales, re-ordering Gift shop inventory
- 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
- Provides driving directions and information regarding Six Nations and surrounding areas to out of town visitors when requested.
- Answering the telephone/emails and providing accurate information to inquiries, directing individuals to appropriate staff/departments

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- Promoting a favourable image of the Centre at all times
- Assisting with Finance Administration as required
- Other administrative duties as assigned

**ADDITIONAL SKILLS AND ABILITIES**

- Excellent knowledge of Square or similar POS systems, including operation of debit/credit terminal; retail experience an asset
- Bondable
- Interest in Indigenous Arts and Culture, special focus on the cultures, histories and traditions within Southwestern Ontario
- Time management skills; capacity to prioritize in the completion of assigned projects
- Excellent problem-solving skills
- Conflict resolution experience considered an asset

**EDUCATION / EXPERIENCE**

Minimum Requirements:

- Has worked in customer service for 3 - 5 years minimum
- Attention to detail, professionalism, confidentiality and strong communication and interpersonal skills
- Experience with a range of standard MS Office software: Excel, Outlook, Teams and accounting software
- Must pass a police check
- Willingness to learn, adapt to new ideas, business concepts and cultures
- Flexible (extra hours may be required on occasion)

**IMPACT OF ERROR**

Error in judgement may lead to loss of credibility, poor public relations, public confidence and misinformation resulting in embarrassment and potential liability to the Woodland Cultural Centre.

**CULTURE**

Woodland Cultural Centre serves to preserve and promote Indigenous history, art, language and culture.

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**EXTERNAL/INTERNAL RELATIONSHIP**

Community Members, Contractors, Government Agencies, Council Members, Woodland Cultural Centres Staff, Tourism Partners, Maintenance Contractors, Business Partners, and Vendors.

**WORK ENVIRONMENT**

- This position requires normal physical effort.
- This position requires normal visual/sensory effort.
- This position typically operates in a generally agreeable work environment.
- Mental Stress: There is regular deadline pressure from various sources.

**REPORTS TO**

Associate Director

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