



W O O D L A N D
C U L T U R A L C E N T R E

Gift Shop/Front Desk Volunteer

Job location: Woodland Cultural Centre

Volunteer responsibilities and duties:

- Being the first point of contact for guests
- Having general knowledge of the Centre, including history, exhibitions, content, etc
- Handling inventory and stocking shelves
- Displaying merchandise
- Light duty cleaning and organizing of gift shop
- Fulfilling orders (both small and large)
- Responsible and competent with cash
- Starting walk-in guests on their tour
- Other duties as needed

Impact of the role:

Our gift shop and front desk are often the first point of contact for guests to the Woodland Cultural Centre. The high-quality products from our gift shop not only supports the Woodland Cultural Centre but also small businesses and artisans from the Six Nations community and other Indigenous communities. Through generous contributions, customers are helping bring to life the rich story of the Hodinohsho:ni people by funding innovative exhibitions and programs. Every purchase plays a role in preserving, promoting, and strengthening Indigenous language, culture, art, and history.

Qualifications:

- Cash handling
- Experience with, or willing to learn, P.O.S. system
- Customer service skills
- Phone etiquette and experience using a multi-line phone system
- Good listening skills
- Empathic and compassionate (able to listen to and handle traumatic stories at times)
- Outgoing
- Self-motivated
- Proof of police record check (vulnerable sector)

Time commitment:

Up to three hours a day, up to six days a week (typically Monday-Saturday 11:00-14:00)

184 MOHAWK ST. BRANTFORD, ON. N3S 2X2
WOODLANDCULTURALCENTRE.CA
519-759-2650



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Work environment:

The gift shop is located inside of the Woodland Cultural Centre. Periods of sitting and standing. Use of tablets, computers, and Square.

Supervision:

You will report directly to Carrie Hill, Visitor Services Coordinator. The Volunteer Program Coordinator will provide additional training and support.

How to apply:

Please complete the [Volunteer Application Form](#) and submit to volunteer@woodlandculturalcentre.ca

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