

Gallery/Museum Guide and Boutique Sales Associate

Length of Assignment: May 31, 2021 to September 4, 2021

Hourly Wage: \$12.00

Job Type: Full-time (Monday-Saturday, 30 hours per week)

Deadline for application: 4:00 PM, Monday, May 10, 2021

To apply: Email a cover letter, resume, and references to info@oseredok.ca

General Responsibilities and Duties:

Reporting directly to the Executive Assistant, the Gallery/Museum Guide and Boutique Receptionist will combine a public relations function as a tour guide with a merchandise sales function, requiring knowledgeable, helpful and welcoming interaction with people of all ages from a wide-ranging public sector. As front-line staff, the role is the public face of Oseredok Ukrainian Cultural and Educational Centre. Summer staff are expected to promote the Centre by creating a positive image of the institution.

Primary Responsibilities and Duties:

- Provide excellent and outstanding customer experience by creating a warm and welcoming presence and interacting with all guests
- Maintain up-to-date knowledge of exhibits, programming, Membership benefits, events and operational changes
- Share knowledge about exhibits, events, Membership benefits and merchandise with guests
- Act as a first point of contact for enquiries of all natures (including complaints)
- Uphold security standards of the building including opening and closing procedures
- Maintain organized and presentable work spaces

Boutique Sales Associate

- Perform accurate register operations and demonstrate reliable cash handling
- Answer phones in a professional, helpful manner and forward incoming calls appropriately
- Assist with a variety of administrative tasks
- Develop knowledge of merchandise
- Direct customers to merchandise within the Boutique

Museum and Gallery Guide

- Open and close the exhibition spaces as per Museum and Gallery procedures
- Conduct museum visitor tours
- Develop knowledge of the exhibits on display
- Monitor exhibition spaces and artwork and report and findings as necessary
- Communicate any security and technical issues of any artwork, gallery equipment, of exhibition spaces to the Curator of Exhibitions and Collections
- Report customer feedback

Experience and Skills

- Must enjoy customer service
- Possess excellent communication
- Strong interpersonal skills
- Strong attention to detail
- Ability to follow direction and adjust to changing procedures

About Oseredok:

Oseredok Ukrainian Cultural and Educational Centre is a public heritage institution with a mandate to preserve and share Ukrainian heritage in Canada. It collects, cares for, documents and interprets material related to the intellectual and cultural life of the Ukrainian community. These include, among other, objects of material culture, folk art, fine art, ethnology, and community history. The Centre shares its collections with the public through a public program of exhibitions, guided tours and affiliated activities, workshops, courses, public lectures and special events. It also provides access to its holdings for researchers and provides reference services to the public.

Oseredok is committed to equity in all its policies, practices and procedures. We welcome applications from all qualified individuals who apply for this position. This position is funded through the Young Canada Works in Heritage Organizations. As such, candidates must verify they meet the program's eligibility requirements before they are offered an interview. (<https://www.canada.ca/en/canadian-heritage/services/funding/young-canada-works/students-graduates/heritage-organizations-students.html>)