

- **Program stream:** Young Canada Works in Heritage Organizations
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- **Job title:** Oseredok Gallery and Museum Guide and Sales Associate
  - **Organization name:** Oseredok
  - **Job location:** Winnipeg, Manitoba
  - **Length of assignment:** 2022-05-31 to 2022-09-30 (16 weeks)
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- **Hourly wage:** \$14.00

#### General Responsibilities:

Reporting directly to the Executive Assistant, the Gallery/Museum Guide and Sales Associate will combine a public relations function as a tour guide with a merchandise sales function. This role requires knowledgeable, helpful, and welcoming interaction with people of all ages from a wide-ranging public sector. As front line staff, the Gallery/Museum Guide and Sales Associates are 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 inquiries 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; forward incoming calls appropriately
- Process Membership purchases and renewals

- Develop and demonstrate knowledge of merchandise
- Process donations through POS system and report to Fundraising Officer
- Direct customers to merchandise within the Boutique
- Manage online store and ensure inventory is kept up-to date

#### 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; report any findings as necessary
- Communicate any security and technical issues of any artwork or gallery equipment to the Curator of Collections and/or the Curator of Exhibitions
- 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 and cares for documents, and interprets materials related to the intellectual and cultural life of the Ukrainian community. These include, among others, 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, candidate must verify they meet the program's eligibility requirements before they are offered an interview.