

Visitor Experience Salesperson

PT hourly

Working with the Visitor Experience team, the Visitor Experience Salesperson will support the growth of the Museum's membership base and provide excellent visitor service for tourists, groups and the general public at the admissions desk.

Principal responsibilities include, but are not limited to:

- Organize day-to-day operations of the Museum's admissions desk and support reception desk volunteers.
- Provide telephone and reception service for the Museum by receiving and directing incoming calls and emails; responds directly to routine or straight-forward inquiries from the general public about Museum processes and services.
- Receive inquiries and complaints from the general public, obtains the necessary information to respond to them directly, and/or refers them to the responsible staff for action.
- Compile data through visitor surveys and helps to develop new strategies for visitor engagement and membership sales in collaboration with the Visitor Experience team.
- Engage visitors with excellent service experiences, promoting and selling memberships, and increasing public program attendance/awareness.
- Assist with opening and closing routines including cash handling and facilities checklists.
- May fill in on breaks for staff in other public facing roles.
- Fill in as needed to promote public programs and memberships in other areas of the Museum spaces, such as during events.

Other responsibilities:

- Work to further the goals and objectives of the Museum's mandate and participates actively in the life of the Museum.
- Act in a respectful, accountable, and generous manner towards staff, volunteers, and the general public.
- Demonstrate a positive professional presence, inspiring and building confidence both within the Museum and outside among a broad range of constituencies.
- Other duties as assigned.

Experience and skills needed:

- Sales experience in a public-facing role like retail, membership or ticketing is required.
- Computer literacy and experience with point-of-sale systems and procedures required.
- Experience working in an arts institution and with volunteers is ideal but not required.
- Experience and understanding of trauma-informed de-escalation is preferred but training will be provided.
- Commitment to anti-oppression learning.
- Some knowledge of Adobe Creative Suite and Canva would be beneficial.
- Ability to work independently as well as closely with a small team.
- Adaptability, establishing priorities, and time-management.
- Strong attention to detail, high level of accuracy, and strategic problem solving.

- Ability to work collaboratively and confidently with staff, volunteers, and the public.

Disclaimer

This role is one that evolves as the Museum does and candidates should be comfortable with responsibilities changing in line with strategic objectives, curatorial vision, and changes to schedules. The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job.

Management has sole discretion to add or modify this position's duties and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time.

Additional Info:

This is a part-time (21 hours per week) position working on Thursdays, Saturdays and Sundays. The position will be onsite at the Textile Museum of Canada, located at 55 Centre Ave in downtown Toronto. Hourly rate: \$18.

How to Apply:

Qualified candidates should apply by sending their resumes and a cover letter outlining their interest and experience by **11:59pm on Wednesday September 13th** to hrsearch@textilemuseum.ca. Kindly note that we will accept no phone calls. We thank all applicants for their interest but advise that only those selected for an interview will be contacted.

The Textile Museum of Canada maintains a Board of Trustees approved Anti-Racism, Access, and Equity Policy. This application is open to all candidates who meet the eligibility criteria, however in keeping with the Museum's equity goals, we will prioritize those candidates who are BIPOC and/or 2SLGBTQIAP+. Candidates are encouraged to self-identify in their cover letters.

About the Textile Museum of Canada

Established in 1975 and originally incorporated as the Canadian Museum of Carpets and Textiles, the Textile Museum of Canada has established itself as a vibrant cultural place that promotes community engagement through our programs and services. Operations are driven by a dedicated Board of Directors, committee members, and a permanent staff of 12 employees, as well as a vital and engaged community of more than 150 volunteers. The Museum is dedicated to mentorship for emerging museum professionals and artists through a variety of project-funded internships and residencies.

As the only national museum in Canada exclusively focused on the study and presentation of textiles from cultures around the world, the Textile Museum of Canada occupies a unique position among other leading cultural institutions in the country. The universality of textiles is at the heart of our work and provides the stimulus and opportunity to engage the surrounding communities as well as thousands of national and international visitors each year.