

Position Title: Museum Experience Ambassador
Reports to: Museum Experiences Coordinator
Supervises:
Languages: Bilingualism (French and English) is essential

AREAS OF AUTHORITY

Reporting to various members of the permanent team, the Museum Experience Ambassador role requires enthusiastic and engaging individuals to welcome our visitors, interpret the museum, work in its collections and deliver programming in an enjoyable, informative and accurate way. The MEA is responsible for ensuring excellent standards of visitor experience, client services and collections care at all times.

The MEA's responsibilities primarily consist of ensuring guest services, in addition to specializing in one or more of the museum's various sectors of activity according to skills, competencies and the museum's assessed needs. MEA's ensure the delivery of the museum's public, school and special events programs. They also assist with sales and inventory in the museum store, cleanliness of the site and exhibits, facility rentals and collections work, and accomplish other duties as assigned.

GUEST SERVICES

- Provides a high standard of visitor welcome
- Provides reception services, in-person or on the telephone
- Projects a positive, friendly image of Le Musée de Saint-Boniface Museum
- Adopts a sense of stewardship for the site and building and takes responsibility for the high quality appearance of the museum, reception area, giftshop and exhibit spaces on a daily basis, including regular checking of visitor areas during open hours and undertaking any responsive cleaning or litter clearing which may be necessary (eg: light dusting, emptying public garbage receptacles, refilling paper products, sweeping steps)
- Is familiar with the museum's program and giftshop offerings
- Occasionally carries out basic maintenance duties such as washing floors, cleaning restrooms, grass cutting and flower bed maintenance
- Is responsible for the safe evacuation of members of the public in an emergency
- Is responsible for securing the premises and setting alarm systems

SECTORS OF ACTIVITY

Interpretive Programs and Special Events

Reporting to the Curator and Museum Experiences Coordinator

Basic requirements

- Develops a thorough knowledge of the museum, its history, collections, services, exhibits and programs in order to provide accurate, interesting and useful information to our visitors
- Engages with visitors, enhancing their experience on site and in the galleries, interpreting historic themes clearly, accurately and in an appropriate manner
- Delivers educational programs and manages groups' movements through the building, site and/or to nearby heritage sites when required
- Delivers educational programs representing the museum at off-site events
- Assumes assigned responsibilities during special events
- Keeps programming and events materials tidy and stored in their proper place
- Distributes promotional materials
- Distributes and collects satisfaction surveys

Enhanced responsibilities

Area: Interpretive Programs

- Assists with improvements to educational programs as requested by the Curator
- Assists and collaborates with the development of new educational programs as required by the Curator
- Provides mentorship to assist MEA development in their ability to deliver guided tours

Area: Special Events

- Assists with the preparation of special events, planning and promotional efforts prior to events as required by the MEC
- Assists with creating new and/or specific target market experiences as directed by the MEC
- Assists in statistics and data consolidation, as requested by the MEC
- Collaborates toward the enhancement of current experiences or events, as requested by the MEC
- Updates the website as directed
- Promotes the sector's activities through social media posts, email blasts or poster creation as directed
- Assists with taking reservations for programmes and records these reservations in the appropriate systems, in collaboration with or during the absence of MEC
- Assumes the lead position during special events

Giftshop and Facility Rentals

Reporting to the Manager of Finance and Operations and the Museum Experiences Coordinator

Basic requirements

- Staffs the museum store and reception
- Collects admission fees from visitors; operates a Point of Sales (POS) system
- Records all statistics on paper using the appropriate format and procedures
- Maintains familiarity with giftshop offerings and stock
- Registers schools and groups upon arrival
- Reconciles admissions and sales with till records at the end of the day; ensures that all monies are placed in the safe at the close of each day
- Answers the telephone and either provides information or forwards accordingly
- Maintains an active awareness of visitors in the building
- Opens and closes the museum for public use
- Prepares facilities with basic set-ups (tables, chairs, refreshments, screen and projector)

Enhanced responsibilities

Area: Gift Shop

- Assists with seasonal rotation of stock and displaying stock lines in an attractive format
- Assists in stock taking and inventory when required
- Packs giftshop items for off-site events
- Actively participates in set up, tear down and sales during off-site mobile giftshop events
- Assists with data entry in the POS back office
- Assists with online sales, phone sales and shipping
- Provides mentorship to assist colleagues in their ability to be independent in the giftshop

Area: Facility Rentals

- Assists with taking reservations for programmes or facility rentals and records these reservations in the appropriate systems, in collaboration with or during the absence of MEC
- Assists with email inquiries
- Has a strong knowledge of all materials, supplies and building systems on site

- Assumes hosting responsibilities as a lead during facility rentals
- Troubleshoots and problem-solves during facility rentals

Education and Collections Work

Reporting to the Curator

Basic requirements

- Handles and maintains artifacts appropriately
- Cleans exhibits and artifacts appropriately and efficiently
- Participates in inventory work at any of the museum's work sites
- Catalogues accessioned items and inputs cataloguing data into the database in a timely fashion

Enhanced responsibilities

Area: Education

- Assists with enhancements to existing educational programs, as required by the Curator
- Assists with creating new educational programs as directed by the Curator
- Participates in the exhibit renewal process as required by the Curator

Area: Collections

- Generates reports from database to support decision-making process, exhibit and/or programming renewal work
- Generates accession and cataloguing numbers appropriately
- Participates in acquisitions committee meetings
- Follows data management processes to ensure accuracy of information
- Participates in the collections' justification process, by notifying the Curator of issues pertaining to the objects at any of the museum's work sites; or participates in collections' conservation process, by notifying the Curator of issues pertaining to objects and undertaking preventive and/or restorative conservation
- Provides mentorship to assist MEA development in database use and cataloguing procedures; or provides mentorship to assist MEA development in collections care

QUALIFICATIONS

- Positive, enthusiastic, professional individual with attention to detail and accuracy
- Excellent communication and interpersonal skills
- Ability to present in front of others and to facilitate activities and/or games
- Ability to understand, retain and share information
- Strong sense of initiative, good judgment, tact and discretion
- Courteous disposition and ability to provide reception, telephone and e-mail services
- Ability to work independently and solve problems is essential, as is the ability to work as a team member and manage competing priorities
- Computer skills: Microsoft Office suite of programs, Internet explorer, On-line utilities (calendars and databases), inventory control software, scanners and printers
- Social media literacy
- Knowledge of francophone and Métis culture in Manitoba
- Le Musée de Saint-Boniface Museum is a French language work environment, with a largely English-speaking clientele. Bilingualism (French and English, spoken and written) is required

CONDITIONS OF EMPLOYMENT

- Must be legally entitled to work in Canada
- Satisfactory Criminal Record Check, Child Abuse Registry Check and Vulnerable Sector Search, at the candidate's expense (employment is only finalized once satisfactory police checks are received and filed)
- Ability to acquire and maintain a valid CPR Level C and Emergency First Aid certificate within first three months of employment, at the employer's expense
- Ability to manage the physical demands of the position which may include lifting/moving heavy objects, reaching, walking, climbing stairs regularly, standing/sitting for extended periods, working in hot and/or humid environments
- Must be available to work irregular hours to meet operational or programming needs

TERMS OF EMPLOYMENT

- As per the Collective Agreement – CUPE Local 500, St. Boniface Museum

COMPENSATION

- As per the Collective Agreement – does not include health and benefits package

Proposed Salary Scale:

MUSEUM EXPERIENCE AMBASSADOR			
	Interpretive Programs & Special Events	Giftshop & Facility Rentals	Education & Collections Work
Start:	\$14.72	\$14.72	\$14.72
Step 2: employee meets basic requirements in one sector and has reached 500 hours of work	\$15.46	\$15.46	\$15.46
Step 3: employee meets basic requirements in two sectors has reached 1,000 hours of work	\$16.24	\$16.24	\$16.24
Step 4: employee meets enhanced requirements in two areas of museum sectors and has reached 2,000 hours of work	\$17.04	\$17.04	\$17.04
Step 5: employee consistently meets enhanced requirements in two areas of museum sectors and has reached 4,000 hours of work	\$17.89	\$17.89	\$17.89
PRIME PAY	\$20.00 per hour, applies when a MEA is: the lead for an on-site or off-site event or for a facility rental; asked to perform in an arts discipline; assigned to lead work that is part of another job description within the union; assigned to lead work in an area that falls out of scope within the union.		
Grandfathered employees	In the event that a current VSA employee is unable to participate in the Steps as outlined above or is not yet eligible for an increase above Step 2, that employee will be grandfathered into the new MEA job description and be placed at the hourly rate of \$16.02		
New employees from 2019	New employees hired prior to August 2019 will continue to receive an hourly rate of \$16.02 in 2019 and are eligible for Step Increases as merited.		

