



ROYAL AVIATION MUSEUM OF WESTERN CANADA

Job Title: Visitor Experience Agent

Job Location: 2088 Wellington Avenue, Winnipeg MB

Hourly Wage: \$14.00-\$15.00/hour

Term: Permanent part-time position, approx. 14-24 hours/week, weekends & evenings required

The Royal Aviation Museum of Western Canada (RAMWC) has completed construction of an 86,000 sq. ft facility location on the James A. Richardson International Airport campus in Winnipeg, Manitoba. Opening May long weekend of 2022, the Museum is a non-profit dedicated to preserving the history of aviation in Western Canada. The new Museum will showcase 27 aircraft and many unique aviation artefacts from its collection, presented from a story-driven approach. RAMWC is opening at its brand-new location on the campus of Winnipeg's James A. Richardson International Airport May 20, 2022.

The new home of the Royal Aviation Museum of Western Canada is located on Treaty 1 territory, the traditional territory of Anishinaabeg, Cree, Oji-Cree, Dakota, Lakota and Dene Peoples, and the homeland of the Métis Nation. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.

The Role

Reporting to the Visitor Experience Manager, the Visitor Experience Agent will greet museum guests, respond to inquiries, provide accurate information and customer experience while processing admissions, boutique sales, and other point of sale activities. The attendant will be highly knowledgeable on the museum's collection, pricing/hours, and upcoming events.

Job Functions

- Selling admissions, annual passes, and giftshop products
- Answering phone calls and general emails
- Welcoming individuals and groups as they visit the museum
- Merchandising the boutique and admissions desk
- Maintain cleanliness of area
- Other duties as assigned & relevant to the role.

Qualifications

- 1-2 years experience with Point of Sales & customer service
- Prior experience merchandising sale products desired
- Able to work a flexible work schedule (Weekends, Evenings & Holidays)
- Experience working with the public in cultural organizations/attractions is preferred
- Demonstrated team building and development skills
- Strong ability to organize and manage multiple priorities
- Proven attention to detail and ability to maintain complete and accurate documentation
- Excellent verbal and written communication skills
- Ability to communication in additional language(s) considered an asset
- Valid certification in Emergency First Aid & AED considered an asset
- Must be able to lift 50 pounds

How to Apply:

Please submit your Resume and Cover Letter with indication of the job title to hr@royalaviationmuseum.com. Please note only candidates selected for interview will be contacted.

RAMWC strives to provide an inclusive workplace and will provide a safe environment for all candidates. We provide accommodations for candidates who disclose a need.