

Organization: Campbell River Maritime Heritage Society (MHS)

Job Title: Operations Assistant

Job Description: The Campbell River Maritime Heritage Centre (MHC) is owned by the City of Campbell River and is operated by the Campbell River Heritage Society (a non profit organization). The Operations Assistant is responsible to and will take direction from the Building Operations Manager.

The Operations Assistant is responsible for a wide variety of job duties related to the daily operation of the Campbell River Maritime Heritage Centre. The incumbent will also be responsible for filling in for the Building Operations Manager in his/her absence. Specific job duties for this position include the following:

1) Customer Interface:

- a. Answering phones, directing calls, taking messages, providing assistance to callers.
- b. Greeting walk-in customers, providing information about MHC, directing inquiries, setting up tours with tour guides, promoting the MHC, encouraging MHS membership.
- c. Provide rental and other MHC information to customers if the Operations Manager is not available.

2) Building Security:

- a. Maintain awareness of MHC building security issues and report problems as they arise.

3) Tour Coordination and Merchandise Sales:

- a. Coordinate customers with tour guides.
- b. Provide sales assistance to customers for souvenir merchandise.
- c. Maintain souvenir merchandise displays in an orderly and professional manner.

4) Safety and Emergencies:

- a. Ensure that appropriate response organizations and MHS staff are notified quickly in the case of emergencies.
- b. Be safety conscious and ensure that all safety concerns such as wet floors, electrical wires on floor, blocked or compromised escape routes, fire hazards, etc. are well marked and/or corrected in an effective and timely manner.
- c. Report all noted building safety concerns to the Building Operations Manager in a timely manner.

5) Office Duties:

- a. Basic office duties including answering the phone, taking messages, dealing with customers, dealing with incoming and outgoing mail, dealing with courier services, filing, tentative bookings, computer data entry, computer searches and data access, emailing, typing letters.
- b. Cash, debit card and credit card sales for tours and souvenir merchandise.
- c. Balance cash register sales.
- d. Bank deposits.
- e. Foster and maintain professional and congenial relationships with customers to ensure that the Maritime Heritage Centre is seen in the best possible light

6) Custodial Duties:

- a. Open the building for clients and/or activities.
- b. Secure the building after activities.
- c. Ensure that room and equipment set-up meets customer requirements.
- d. Ensure that the building is presentable at all times and that facilities such as washrooms, kitchen, and meeting rooms are kept clean and presentable before and during events.
- e. Interface with clients to ensure that their needs are fully met.

7) Hours Of Work:

- a. In general the incumbent will be expected to work a 20 - 30 hour week but must be prepared to be flexible.
- b. Some Saturday hours may be required for weddings and special events.

8) Qualifications:

- a. General PC usage.
- b. A good working knowledge of MS Word, MS Excel, and Simply Accounting is highly desirable.
- c. Experience with customer service and/or customer reception.
- d. Experience with handling and balancing cash, credit card and debit card transactions.
- e. Able to do some custodial duties such as table set-ups and general cleaning.

9) Miscellaneous:

- a. The incumbent must be well motivated, conscientious, customer focused, and work well with others.
- b. Other duties may be assigned as required.