

Public Engagement Assistant

The Textile Museum of Canada is seeking a highly motivated team player with a friendly disposition for the position of *Public Engagement Assistant*. The successful candidate will be a customer service specialist, will respond to general visitor inquiries and have advanced problem-solving abilities. They will also support scheduling and information sharing with the Museum's incredible volunteer base. Knowledge of and experience in the museum sector would be advantageous. This position reports to the Head of Public and Volunteer Engagement and works with all departments of this mid-sized institution.

This is a permanent part-time 3-day a week position, scheduled Friday to Sunday, that requires availability for occasional evenings and holiday hours.

Principal Duties and Responsibilities include the following:

Visitor Services:

- Greets visitors and provides excellent reception services, including cash handling and directing general inquiries.
- Performs opening and closing security, POS maintenance and security sweeps during operating hours.
- Ensures that all institutional policies and procedures for banking are followed.
- Maintains a well-informed, working knowledge of the Museum's exhibitions and programming.
- Serves as an advocate for the visitor while simultaneously promoting the welfare of the Museum.
- Works with the Head of Public and Volunteer Engagement to assess and improve department procedures, visitor amenities and services, and respond to feedback, incidents and inquiries.
- Coordinates and supports volunteers, filling in reception and Museum Shop shifts when required.
- Resolves visitor concerns and complaints promptly and escalates when required.
- Reports any accident or incident ensuring appropriate policies and procedures are followed.
- Maintains administrative duties in support of daily Museum operations.
- Sets up and strikes down AV and catering equipment for programs and special events.
- Manages venue rentals as needed.
- Other duties as assigned

Volunteer Support:

- Creates a comfortable, inclusive and welcoming atmosphere where all staff and volunteers feel appreciated and engaged.
- Assists with the planning and execution of recognition programming for volunteers.
- Supports Volunteer Reception coordinator with training volunteers as needed and helps to implement new volunteer procedures.
- Able to give training instructions to a spectrum of technical skill-levels.
- Answers volunteer questions, provides excellent customer service and offers enhanced volunteer relations.

Other:

- Works to further the goals and objectives of the Museum and participate actively in the life of the institution.
- Acts in a respectful, accountable, and generous manner towards other staff, volunteers, and the general public.
- Demonstrates a positive professional presence, inspiring and building confidence both within the Museum and outside the institution among a broad range of constituencies.

Requirements:

- Excellent communication, interpersonal and analytical skills, including demonstrated conflict resolution skills.
- Exceptional knowledge of cash handling, retail sales and advanced customer service skills.
- Experience working with volunteers.
- Ability to be patient, resourceful and proactive when issues arise.
- Self-motivated; ability to problem solve independently and manage workflows and deadlines without supervision.
- Knowledge of office procedures and demonstrated administrative skills.
- Impeccable attention to detail, adaptability, multi-tasking and time management skills.
- Strong computer skills including working knowledge of PCs and iPads. Advanced knowledge of MS Office Suite and Outlook 365 is an asset.
- Experience with volunteer management software (i.e. Better Impact) is an asset.
- Experience with new systems implementation is an asset.
- An ability to lift heavy objects (including furniture, cases of wine, etc).
- Smart Serve and Ladder training certificates are desired.
- First Aid and CPR certificates are required.
- Preferred: prior museum experience and knowledge of museum operations, standards, practices, and procedures.

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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. Our operations are driven by a committed Board of Directors, Committee Members and staff of 13 employees, as well as a vital and engaged community of more than 150 volunteers.

As the only national museum in Canada exclusively dedicated to the study and presentation of textiles from cultures around the world, we occupy 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 communities around us as well as thousands of national and international visitors.

The Textile Museum's main activities focus on the exhibition, collection, conservation and research of art, craft and design from around the world. Through our artistic and educational programs, delivered in both physical and virtual forms, we build on a long history of connecting creativity, cultures and human histories through the materials of everyday lives. A repository of more than 14,000 rare textile artifacts spanning 2,000 years of human history, the Textile Museum explores the diverse cultural expressions of human experiences through all our programs.