



Job Title: Receptionist

Location:

Thunder Bay Museum

425 Donald Street E.

Thunder Bay, ON P7E 5V1

Tel: (807) 623-0801 Fax: (807) 622-6880

Email: info@thunderbaymuseum.com

Web: www.thunderbaymuseum.com

Duration: Temporary Contract, 7 weeks at 35 hours per week, Starting 15 October and ending 29 November

Wage: \$18.95 per hour

The Thunder Bay Museum is seeking a Receptionist who will manage incoming communications, the Museum's gift shop operations, sales and e-commerce, Museum admissions, rental coordination, membership services, administrative assistance to leadership, and other clerical tasks.

PRIMARY JOB DUTIES:

The Receptionist, who reports to the Chief Operating Officer (COO), is responsible for greeting visitors to the Museum, taking admissions, addressing visitor inquiries, answering and redirecting telephone calls and other inquiries, taking messages, and performing clerical and other tasks for the staff of the Museum. The receptionist also manages the Museum's gift shop by making sales, keeping inventories, recommending products to be sold in the gift shop, reconciling the cash register, compiling deposit slips for review by the COO, and making deposits at the bank. Other duties include monitoring gallery security and scheduling volunteers (gallery docents, front desk receptionists, and special events).

PRIMARY QUALIFICATIONS:

1. Excellent communication abilities in person and on the telephone;
2. Outgoing personality – at ease dealing with people;
3. Computer literate – including proficiency with MS Word, MS Excel, and some experience using graphics software, experience with customer databases, point of sale systems, and inventory management;
4. A knowledge of basic financial accounting;
5. Customer service training and experience;
6. Excellent verbal and written communication skills, strong organizational skills, project management skills, a strong team player, and demonstrated ability to work in cross-cultural relationships;
7. Be able to manage multiple projects at one time;
8. Ontario Class G Drivers License.

CONSIDERED ASSETS:

1. Certificate or diploma in Client and Customer Relations, Office Administration, or equivalent;
2. Fluency in French;
3. Knowledge of Anishinaabe culture and history;

4. Ability to speak or read Anishinaabemowin;
5. Experience working with IBPOC and 2SLGBTQIA+ communities;
6. Experience with volunteer management software;
7. Demonstrated knowledge of Northwestern Ontario history.

CONDITIONS OF EMPLOYMENT:

1. Must be able to work evenings and weekends as workload demands;
2. May be required to travel to various work locations and provide own transportation;
3. Must sign a confidentiality agreement.

WORKING CONDITIONS:

1. **Physical Demands:** This position involves physical exertion produced by the incumbent in carrying out the position's responsibilities beyond a standard office environment. The position requires the occasional ability to lift boxes above one's head, crawl, crouch, climb, lift, carry, and perform manual labour-related tasks. It also involves extended time sitting, walking, and standing.
2. **Environmental Conditions:** This includes conditions in the work environment that could negatively impact the incumbent. Areas of the job location may be potentially dirty (including but not limited to allergens, irritants, toxins, and animal waste), with loud noises and temperature extremes from -40° C to 35° C. The incumbent may be required to wear PPE (personal protective equipment) to mitigate these risks.
3. **Sensory Demands:** Sensory demands are intense; incumbents must use touch, smell, sight, and hearing to perform their duties regularly.
4. **Mental Demands:** Mental demands indicate psychological impacts that are an unavoidable part of the job and place increased mental demands on the incumbent.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted must not include references to any of the above characteristics.

Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records check

Note: The Thunder Bay Museum will request the above documentation should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

APPLICATIONS:

Resume emailed or mailed to:

Mr. Scott Bradley, Executive Director

Thunder Bay Museum

425 Donald St. E.

Thunder Bay, ON P7E 5V1

director@thunderbaymuseum.com

DEADLINE: Thursday, 3 October 2024 at 4 PM

The Thunder Bay Museum is an equal opportunity employer and encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, and women. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements. We appreciate your interest; however, only those selected for an interview will be notified.

About the Thunder Bay Museum:

The Society was founded in 1908 as a historical society, and a museum was added in 1942 and expanded several times since. Though much of its funding comes from the City of Thunder Bay, the Society is an independent, not-for-profit organization that now operates a museum, archives, and historical society in a designated heritage building that has been restored, retrofitted, and leased from the municipality. The Society has an annual operating budget of approximately \$800,000 and employs eight permanent staff, many temporary contract staff, and dozens of volunteers. It also has a capital budget that varies depending on its needs. Staff include an executive director, curator/archivist, chief operations officer, exhibit curator, education and outreach officer, front desk receptionist/gift shop manager, and a bookkeeper.