



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: Permanent, 35 hours per week

Salary: \$35,500+ Extended Health and Benefits

The Thunder Bay Museum is looking for a Receptionist responsible for managing incoming communications, overseeing the Museum's gift shop operations and sales, handling Museum admissions, coordinating rentals, providing administrative support to leadership, and performing other clerical duties.

PRIMARY JOB DUTIES:

The Receptionist, who reports to the Chief Operating Officer (COO), is responsible for welcoming visitors to the Museum, processing admissions, responding to visitor inquiries, answering and redirecting telephone calls and other inquiries, taking messages, monitoring social media comments and messages for follow-up needed, and providing clerical support to Museum staff. The Receptionist also supports day-to-day front-of-house operations, including opening and closing procedures, basic gallery oversight, and maintaining a clean and welcoming lobby/reception area. The Receptionist manages the Museum gift shop by processing sales through the point-of-sale system, maintaining inventories, supporting product merchandising (including AODA-conscious placement), and assisting with product setup/updates as required. The Receptionist supports cash-handling controls by completing daily cash reconciliation documentation, preparing register reports, and preparing deposits and related paperwork for COO review, in accordance with internal procedures. Where assigned, the Receptionist also supports online order fulfilment (e.g., processing shipments and labels through the Museum's shipping platform) and supports membership services. Where assigned, the Receptionist acts as the first point of contact for wholesale publication inquiries, prepares quotes, coordinates routine in-stock shipments, and liaises with the Executive Director/COO as required.

PRIMARY QUALIFICATIONS:

1. Excellent communication skills in person, on the telephone, and in writing, with strong customer service instincts;
2. Proven ability to manage multiple priorities in a public-facing environment while maintaining a welcoming front desk;
3. Strong computer literacy, including email and Microsoft Office (Word/Excel), and comfort with learning new systems;
4. Demonstrated experience with point-of-sale systems and cash handling controls (e.g., balancing/reconciliation, register reports);

5. Experience with inventory management and retail merchandising; awareness of accessibility considerations in retail layouts (AODA);
6. Experience with e-commerce and order fulfilment/shipping platforms (e.g., generating labels and processing shipments);
7. Basic financial administration aptitude (e.g., reconciling records, preparing deposits for review, attention to detail);
8. Ontario Class G Driver's Licence.

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 2SLGBTQ+ 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 required to perform the responsibilities of the role outside of a typical office setting. The role occasionally requires lifting up to 22 kg overhead, crawling, crouching, climbing, and manual handling tasks such as lifting and carrying. It also entails extended periods of sitting, walking, and standing.
2. Environmental Conditions: This includes conditions in the work environment that could potentially cause physical harm to the employee. Parts of the job site may be dirty, including but not limited to allergens, irritants, toxins, and animal waste, with exposure to loud noises and temperature extremes from -40°C to 35°C. The employee may be required to wear PPE (personal protective equipment) to reduce these risks.
3. Sensory Demands: Sensory demands are intense; incumbents will need to use touch, smell, sight, and hearing regularly to perform their duties.
4. Mental Demands: Mental demands refer to psychological effects that are an inherent part of the job and require increased mental effort from the incumbent.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: 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 above documentation will be requested by the Thunder Bay Museum 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 with cover letter 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,

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 established in 1908 as a historical society, and a museum was added in 1942, with several expansions since then. Although much of its funding comes from the City of Thunder Bay, the Society is an independent, not-for-profit organization that now runs a museum, archives, and historical society in a designated heritage building it has restored and retrofitted, which it leases from the municipality. The Society has an annual operating budget of approximately \$800,000 and employs eight full-time staff members, numerous temporary contract workers, and dozens of volunteers. It also maintains a capital budget that varies according to its needs. Staff include an executive director,

curator/archivist, chief operations officer, collections curator, exhibit curator, education and outreach officer, front desk receptionist/gift shop manager, and a bookkeeper.