

Position: Manager of Visitor Services and Retail, Revelstoke Railway Museum

The Revelstoke Railway Museum is seeking a reliable and energetic individual to lead our visitor services and retail team on a full-time basis.

The Revelstoke Heritage Railway Society operates the Revelstoke Railway Museum gift shop and the Last Spike gift shop at Craigellachie. These are two regional cultural attractions which have delighted hundreds of thousands of visitors. The combined operations are critical to the Society's delivery of value to our community, and the Society's financial sustainability.

The role of the Manager of Visitor Services and Retail offers a great opportunity to help advance a satisfying visitor experience and build a successful museum commerce program. Together with the Executive Director, Curator and Manager of Administration, the Manager of Visitor Services and Retail is a member of the Museum Leadership Team. This team works together to ensure the mission of the Revelstoke Heritage Railway Society is fulfilled.

This position is responsible for front of house operations for both The Revelstoke Railway Museum and the Last Spike Gift Shop. Duties need to be carried out in a way that is consistent with the Museum's goals and philosophies. The right candidate will have knowledge of (or be willing to acquire a working knowledge) of Canadian Pacific (CP) Railway's history and Canadian Pacific Kansas City's (CPKC) contemporary relationship to Revelstoke and the Indigenous communities who have historically resided on or used this land.

As the central point for communication between staff, volunteers and visitors, the Manager of Visitor Services and Retail is responsible for the smooth teamwork that brings a visitor's experience to life. This includes:

- Maintaining a friendly and welcoming visitor experience at the Revelstoke Railway Museum and maintaining a positive and collaborative work environment for the Museum's Retail and Visitor Services Team.
- Continuously improving and renewing product lines, monitoring inventories, ordering products and preparing merchandise for sale at both gift shops. Monitoring the results of operations to ensure that goals are achieved with respect to business growth and profits.
- Ensuring a pleasant shopping experience and maximizing sales per visitor.
- Ensuring the Shopify Point-of-Sale system is accurate and regularly updated, maintaining, renewing and enhancing the Society's On-Line Store and ensuring on-line orders are fulfilled.

- Documenting and continuously improving all visitor services and retail policies, operating procedures and customer service standards for the Revelstoke Railway Museum.
- Planning and executing the Last Spike Gift Shop opening and closing annually.
- Collaborating with the Last Spike Gift Shop's on-site Supervisor in all aspects of the shop's operation. Weekly half-day trips to Craigellachie during its May-October operating season are required (mileage is reimbursed at Canada Revenue Agency rates).
- Providing accurate financial reporting for the gift shops to museum administration.
- Leading the Visitor Services and Retail Team, developing staffing schedules, on-boarding and training staff as well as organizing the work of store staff in order to ensure the stable continuity of the Revelstoke Railway Museum's operations.
- Developing and implementing special shop initiatives and sales as required.
- Collaborating with the Museum Leadership Team to provide a high quality of service in all aspects of the museum operations.
- Ensuring groundskeeping and exhibit maintenance is ongoing and productive.
- Representing the Museum Gift Shop in our local community.
- Maintaining open lines of communication between all departments, staff, and volunteers.
- Exemplifying expected employee standards of customer service, dress code, and professional behavior.
- Performing other related duties as required.

#### Skills and Competencies:

The ideal candidate has a minimum of 3 to 5 years of successful retail leadership experience, shows strong business acumen and is a strong generalist in all aspects of retail operations including: team leadership and staff scheduling; customer service; budgeting and financial performance; product selection, ordering inventory and control; reporting and cash handling; merchandising; and on-line retail.

The successful candidate will also have demonstrated strengths in the following skills and competencies:

- Passion for customer service and visitor experience, with success in improving both. Experience in the museum or cultural environment is a definite asset.
- Developing and monitoring retail operating budgets and financial performance. Familiarity in using basic retail performance measures is preferred.
- Entrepreneurial instincts and enthusiasm for identifying new products and opportunities, continuously improving and growing a retail operation. Familiarity with museum gift shop "best practices" is a definite asset.

- Organizational and multi-tasking skills and the ability to “switch gears” and adapt to changing situations.
- Strong mathematical skills and advanced computer skills, particularly Microsoft, Google, Excel, and use of point-of-sale systems. Strong working knowledge of Shopify is preferred.
- Demonstrates strong written and verbal communication skills. Works well with others and has a friendly and welcoming approach interacting with visitors. Experience dealing with the public in a customer service or hospitality environment is preferred.
- Experience with retail operations like ordering, merchandising and meeting sales targets.
- Comfort in dealing with people with diverse abilities and backgrounds, as well as a willingness to continue learning.
- Proven record of working well with others.
- Effective time management.
- An interest in developing new business initiatives.
- Ability to prioritize.
- Undergraduate degree in Anthropology, Museum Studies, Art History, or Business Management considered an asset.

#### Minimum Qualifications

- 3 to 5 years of retail, non-profit or tourism experience
- 1+ years of management experience, including supervision
- Able to lift, move and carry up to 40 pounds (20 kg).
- Maintains a Class 5 motor vehicle operator’s license and can supply their own transportation to Craigellachie.

Job Type: Permanent, 35 hours per week, hours may vary seasonally

Salary: \$22.00 per hour

Application Deadline:

Please forward your resume by email with the subject line “[Your Name]: Application for Manager of Visitor Services and Retail” to:

Karen Matthews

Manager of Operations

Revelstoke Railway Museum

[kmatthews@revelstokerailwaymuseum.org](mailto:kmatthews@revelstokerailwaymuseum.org)