



Elements Retail Clerk

Anticipated start date:	June 6, 2022
Terms of employment:	Full-time permanent
Hourly Wage:	\$15.65/hour
Application deadline:	May 9, 2022
Number of positions:	1-2

About The Exploration Place:

As the largest museum and science centre outside of the lower mainland, The Exploration Place has taken a leadership role in the region and has offered quality programs and services for over two decades. The Exploration Place is a charitable organization with a mission to provide learning opportunities that foster an understanding of significant past and current issues shaping our community by linking experiences within the Regional District of Fraser-Fort George to the world in a unique, participatory Museum of regional history, science, and technology. You will be joining a team of enthusiastic and passionate individuals whose goal is to work together for the success of all departments and have fun doing it! This position is ideal for a detail-oriented, energetic, creative person who has a passion for supporting the meaningful programs and services we offer and wants to be a part of a team that makes a positive impact in our community.

Who are we looking for?

We are seeking a creative, enthusiastic, outgoing, and motivated person who has a passion for retail, customer service, history, and science. Everyone plays a role in The Exploration Place's daily operations. We are seeking someone comfortable working with colleagues in different departments to help meet our shared goals and the goals of Elements Retail.

We are looking for a team player who is comfortable in a retail environment, working under the direct supervision of the Retail Manager and in collaboration with the leadership team. You are dependable, detail-oriented, organized, complete tasks in a timely manner, and are independent yet flexible and collaborative.

What are the hours and benefits?

This is a permanent 32-40 hour/week full-time position. A regular workday is 8 hours, plus a 30-minute unpaid lunch break. Occasional extended hours and evenings for the store and events will also be required.

After a 3-month probationary period, benefits include:

- Extended health and dental benefits
- Vacation accrual of 2 weeks (80 hours) annually
- Sick leave of 10 days (80 hours) annually
- Annual Membership to The Exploration Place
- Staff discount in our gift shop
- Professional Development opportunities related to this position and the museum and science centre industry

Job Summary:

The Retail Clerk is responsible for the day-to-day operation of the Elements Retail space, including answering customers' questions, processing transactions, and helping to manage inventory. Elements Retail will provide a variety of items for people of all ages that will inspire visitors, giving them a way to keep their experience alive or share it with others after their visit with us.

Must present a friendly demeanour while greeting and providing customer service to guests, informing them of the retail and/or promotional items present in Elements Retail, performing technical tasks in the point-of-sale system (Lightspeed), and completing daily assigned tasks. Must embrace and model outstanding customer service to all and be willing to present solutions to whatever comes your way.

The successful applicant will be responsible for the following:

- Daily operations of the store
- Greeting customers, making them feel welcome
- Ensuring that all applicable policies, procedures, and regulations are followed, including communicable illness protocols
- Answering questions and addressing any concerns about items in the store
- Listening to customers to gain a thorough understanding of what they need and make recommendations
- Examining sales floor when the opportunity presents itself to ensure merchandise is well-stocked, well-maintained, and properly rotated
- Assisting in processing, checking, and stocking inventory shipments
- Providing exemplary customer service
- Processing transactions, handling cash, processing debit/credit cards, and performing returns or exchanges as needed using a web-based POS system
- Maintaining the physical appearance and cleanliness of the store, ensuring that the facility and all equipment remain in good repair, and creating a polished aesthetic for the retail area
- Processing e-commerce orders, including but not limited to receiving, fulfilling, shipping, and returns
- Increasing customer loyalty by establishing relationships with potential and actual repeat customers and managing and resolving all customer service issues
- Ensuring accurate reporting of sales figures and other financials as required
- Representing the Museum with the utmost integrity, exemplifying the values and mission of our organization
- Aiding with various special events as necessary
- Other duties as assigned

Knowledge, skills, and abilities we are looking for:

- Canadian Citizenship or permanent resident status
- Possess a minimum of Grade 12 Graduation Diploma, Dogwood, or equivalent
- Must be willing to present a BC Vaccine Card showing full COVID-19 vaccination and abide by all COVID-19 regulations. If, over time, Health Canada updates its definition of “fully vaccinated” (such as requiring “booster” vaccine doses), employees will be expected to comply to maintain fully vaccinated status
- Possess strong oral and written communication skills
- Able to perform basic math, writing, and reading tasks without supervision
- Experience working in retail
- Ability to handle stressful situations while working in a fast-paced, customer-orientated facility, in cooperation with other staff and departments
- Must be friendly and possess strong interpersonal skills to deal tactfully and effectively with customers
- Ability to work closely and communicate respectfully with The Exploration Place team at large
- Be a self-motivated team player
- Possess excellent time management and multi-tasking skills
- Be familiar and comfortable with software, including but not limited to Microsoft Office Suite programs, Office 365, Internet, email, and Point of Sale Systems
- Be familiar and comfortable with communication and collaboration tools such as Zoom and SLACK
- Must show flexibility when asked to perform other tasks as needed
- Ability to work evenings, holidays, and weekends as scheduled
- Be able to lift and/or move up to 50 pounds on select occasions and stand for long periods

The following will be considered an asset for this position:

- Training or experience related to retail and customer service
- Hands-on experience with retail Point of Sale systems

The Exploration Place is an equal opportunity employer.

We do not discriminate against ability, ethnicity, gender identity, socioeconomic background, or sexual orientation. We strongly encourage applications from racialized individuals, under-represented communities, diverse backgrounds, identities, and experiences. We're looking for motivated, compassionate people who can execute from the ground up. The Exploration Place is committed to providing our team members with safe, quality work experience, employability skills, and access to career development through professional development opportunities and mentoring. We use an in-

depth, hands-on training program that allows our new employees to learn by doing, working closely with all departments and with our leadership team.

All offers are subject to the satisfactory completion of reference, police criminal record checks, and proof of vaccination. *Only successful applicants will be contacted. Please email your resume, cover letter, and three references to:*

Attn: Zayn Bismeyer, Retail Manager
EMAIL: zayn.bismeyer@theexplorationplace.com

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