Rental Event Assistant

Under the general supervision of, and reporting to, the Facility Rentals & Sales Coordinator or the Public Programming Coordinator, the Event Assistant provides support to all operations in the Visitor Services Department as well as assistance to the Public Programming Department.

Term:
- Part-time Seasonal
- From May to October (calendar dates to be determined annually)

Hours/Days of Work:
- As scheduled typically between the hours of 9am and 5pm for daytime shifts, and 3pm to 1am for evening shifts. Both daytime and evening availability is required.
- Working weekends is a requirement of this position.
- Minimum 16 hours per week; 2-5 days per week fluctuating throughout the season.
- This position will require working on Public Holidays.

Salary: Grade 3 $14.90 per hour

Reporting to: Facility Rentals & Sales Coordinator or Public Programming Coordinator

Duties and Areas of Responsibilities:

1. Facility Rentals Responsibilities:
   a. Work alongside Facility Rental and Sales Coordinator to ensure security, safety and smooth operations of the Museum rental venues during set-up, tear-down, rehearsals, and throughout the rental event day.
   b. Provide site orientation and support to rental guests as needed.
   c. Provide accessibility assistance to visitors as needed.
   d. Monitor visitor parking area.
   e. Supervision of evening rental events, including event clean-up and site shutdown.

2. Toll Gate Responsibilities
   a. Provide site orientation and admission services for visitors.
   b. Promote and sell Fanshawe Pioneer Village memberships.
   c. Assist with ticket sales and provide telephone reception.
   d. Provide Village thematic interpretation and explanation of daily site activities and special events.
   e. Respond to customer questions and direct site visitors, both in-person and by telephone.
   f. Assist with the annual opening & closing of the visitor Tollgate.
g. Update Tollgate signs daily.
h. Maintain accurate cash accounting through the electronic sales equipment for the Tollgate.
i. Document daily sales and taxes for daily admissions at Tollgate.
j. Coordinate daily visitor statistics tracking.
k. Coordinate visitor experience evaluations.
l. Provide administrative and operational support as required from the Tollgate location. Duties may include preparing mailings and resource materials.
m. As required, liaise with Public Programming Coordinator for special event, public programming needs.
n. Train volunteers and/or seasonal staff to assist with Tollgate operations.
o. Maintain Tollgate in a clean and organized manner at all times, including exhibits, storage areas and work areas.
p. Monitor visitor parking area.

3. General Responsibilities
   a. Maintain excellence in customer service and support Fanshawe Pioneer Village customer service initiatives.
b. Ensure the safety of visitors and staff and protect the site's resources.
c. Coordination of materials required for Tollgate.
d. Building cleaning and maintenance.
e. Adhere to and assist with the implementation of Covid-19 safety protocols.
f. Other duties as assigned.

Qualifications:

- Excellent interpersonal and communication skills.
- Excellent customer service and problem solving skills.
- Ability to work in a team environment.
- Strong organizational abilities.
- Ability to operate with a minimum of direct supervision.
- Ability to operate and program an electronic cash register.
- Good working knowledge of spreadsheet and database programs.
- Experience with Microsoft Office.
- Experience in the museum sector an asset.
- Fluency in French an asset.
- Valid first aid and CPR certificates an asset.
- Must be able to provide a clear Criminal Record and Judicial Matters Police Check.
• This position requires that a costume (provided) be worn during the operating hours while working in the Tollgate. (Adhering to standards outlined in the Museum’s Costuming Policy.)

Employees will observe and comply with the following Code of Conduct:

• **Positive communication:** If there are issues within your program area, it is expected that employees will prepare a range of possible solutions for discussion with immediate supervisor and be prepared to implement the agreed solution.

• **Model Behaviour:** Employees will not engage in negative behaviour, defined as office politics, malicious gossip, blaming, name calling or complaining and will refrain from negative comments about the organization, staff or volunteers who work at the Village.

• **Demonstrated Commitment** to the strategic direction of this organization.

• **Cooperation** with colleagues in own department, with staff of other departments and with partner organizations.

• **Contributes to a positive team environment** within own department and organization as a whole.

• **Health and Safety:** All staff will work in a safe manner in accordance with Ontario Workplace Health and Safety regulations.

PLEASE NOTE:

• Public transportation to the site is unavailable. Staff must have own transportation.

• Accommodation will be provided in all parts of the hiring process as required under the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards. Applicants need to make their needs known in advance. The London & Middlesex Heritage Museum is an equal opportunity employer.

• Fanshawe Pioneer Village thanks all those who apply, but only those applicants selected for interview will be contacted.

Interested candidates may submit a cover letter and resume by mail or e-mail to the address below by **Monday, June 7, 2021 at 5:00 pm:**

Christine Gruenbauer  
Facility Rental and Sales Coordinator  
rentals@fanshawepioneervillage.ca  
Fanshawe Pioneer Village  
2609 Fanshawe Park Road East

Revised April 2021.
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