Rentals Assistant

Reporting to the Facility Rentals & Sales Coordinator or the Public Programming Coordinator, the Rentals Assistant provides customer service and operational support for facility rental events (including weddings), visitor admissions, gift shop sales, and seasonal special events.

Term:
- Part-time Seasonal
- From August to December

Hours/Days of Work:
- As scheduled. Both daytime and evening availability is required.
  - Daytime shifts are typically between the hours of 9:00 am and 5:00 pm
  - Evening shifts are typically 3:00 pm to 1:00 am.
- Working weekends and Public Holidays is a requirement of this position.
- Minimum 16 hours per week; 3-5 days per week, fluctuating throughout the season.

Salary: $15.65 - $17.00 - Grade 3

Reporting to: Facility Rentals & Sales Coordinator

Duties and Areas of Responsibilities:

1. Facility Rentals and Special Events Responsibilities:
   a. Work alongside Facility Rental and Sales Coordinator to ensure security, safety and smooth operations of the site’s rental venues during set-up, tear-down, rehearsals, and throughout the rental event day.
   b. Assist with special event programming preparation and execution, including fall enhanced programming and holiday programming.
   c. Provide site orientation and accessibility assistance as needed.
   d. Monitor visitor and accessible parking area.
   e. Supervision of evening rentals and special events, including event clean-up and site shutdown.
   f. Other duties as assigned.

2. Visitor Entrance/Toll Gate Responsibilities
   a. Welcome visitors and provide museum/site orientation.
   b. Process museum admissions, membership fees, and required ticket sales.
   c. Provide site orientation and telephone reception, responding to customer/visitor questions.
d. Provide Village thematic historical interpretation and explanation of daily site activities and special events.

e. Assist with annual closing of the visitor Tollgate.

f. Update Tollgate signs daily.

g. Maintain accurate cash accounting through the electronic sales equipment for the Tollgate.

h. Document daily sales and taxes for daily admissions at Tollgate.

i. Record daily visitor statistics and assist in visitor experience evaluations.

j. Provide administrative and operational support for the Rentals and Public Programming departments as required from the Tollgate location.

k. In collaboration with the Public Programming Coordinator, support and assist with the marketing of museum programs/events.

l. Train volunteers and/or seasonal staff to assist with Tollgate operations.

m. Maintain Tollgate in a clean and organized manner at all times, including exhibits, storage areas, and work areas.

n. Monitor visitor and accessible parking area.

o. Other duties as assigned.

3. Denfield General Store (Gift Shop) Responsibilities

a. Perform daily opening, closing, and operation of the Denfield General Store, including documenting daily sales and taxes.

b. Assist in receiving inventory, pricing items, and stocking merchandise.

c. Perform cash, debit, and credit transactions of varying levels.

d. Maintain accurate cash accounting through POS system and banking terminal.

e. Maintain Denfield General Store in a clean and organized manner at all times, including displays of stock, storage areas and work areas.

f. Provide Village thematic historical interpretation and explanation of daily site activities and special events.

g. Other duties as assigned.

4. General Responsibilities

a. Maintain excellence in customer service and support Fanshawe Pioneer Village’s customer service initiatives.

b. Ensure the safety of visitors and staff and protect the site’s resources.

c. Coordination of materials required for site operations.

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.
- Strong organizational abilities.
- Ability to work in both a team environment and independently.
- 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.)

PLEASE NOTE:

- Public transportation to the site is unavailable. Staff must have own transportation.
- Fanshawe Pioneer Village has implemented a Covid-19 Vaccination Policy which requires staff to be vaccinated with at least 2 doses of an Ontario government approved Covid-19 vaccine.
- 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.

Interested candidates may submit a cover letter and resume by e-mail to the address below by July 31, 2022:

Laura Curiale  
Facility Rental and Sales Coordinator  
rentals@fanshawepioneervillage.ca  
Fanshawe Pioneer Village  
2609 Fanshawe Park Road East  
London, Ontario  
N5X 4A1

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