Visitor Services Representative

The Aga Khan Museum (AKM) connects cultures and communities through art. The Museum’s mission is to foster a greater understanding and appreciation of the contributions that Muslim civilizations have made and continue to make to world heritage.

A Toronto-based Museum, the institution promotes pluralism and acts as a catalyst for change through an array of on-site and digital programs. Visitors engage with its diverse Permanent Collection and exciting roster of exhibitions, performing arts, and education programs. The Museum’s bold vision – to spark cross-cultural dialogue through education, inspiration, and innovation – is changing perceptions and building bridges between cultures globally.

Purpose of Position

Reporting to the Floor Manager, the Visitor Services Representative will be responsible for servicing visitors to the Museum by proactively engaging with them and offering information using a sound knowledge of all visitor attractions, including retail products on offer, within the Aga Khan Museum. They will work on the Museum floor, supporting Museum Operations as well as Retail Operations departments.

Key Responsibilities

Overall

- Greet and welcome visitors and patrons to the Museum.
- Communicate with a variety of visitors with diverse interests and abilities to ensure a positive Museum experience.
- Be responsible for processing cash and card payments and balance cash registers with receipts, ensuring that all institutional policies and procedures are followed.
- Resolve visitor concerns and complaints promptly and to their satisfaction and escalate to the supervisor as and when required.
- Ensure that Health and Safety regulations and safe working practices as required by current legislation and the Museum’s Health and Safety Policy and practices are adhered to and participate as directed in all agreed evacuation procedures.

Floor Operations

- Efficiently and accurately process all visitor admission tickets to visitor attractions.
- Usher visitors in the auditorium, ensuring all institutional policies and protocols are followed.
- Promote sales by demonstrating merchandise and products to customers and ensure that shelves are stocked.
- Open and close till - be responsible for cash handling, i.e., opening fund, fund bags, bank deposits, register overages and shortages.
- Place/replenish and price tag products onto the Shop floor as and when needed/directed.
- Keep up to date with special promotions and assist in putting up displays.
- Maintain sales records and monitor inventory levels.
• Report discrepancies and problems to the supervisor.
• Process Purchase Orders and paperwork as it relates to ordering.
• Be responsible for stockroom maintenance and organization.
• Assist in set up/sales in potential pop-up shops within the GTA as and when directed.
• Deal with customer refunds.
• Be responsible for security within the shop and be on the look-out for shoplifters and fraudulent credit cards etc.
• Any other task assigned by the line manager.

Qualifications & Experience

• Minimum College degree or diploma in administration or related field.
• Minimum 2 years of experience working in a team-oriented, collaborative customer-facing environment.
• Exceptional customer service orientation.
• Excellent communications, interpersonal and analytical skills.
• Strong computer skills, including MS Excel.
• Experience using customer relationship management (CRM), point of sale (POS) and ticketing software. Knowledge of Tessitura is desirable.
• Experience of cash handling.
• Ability to lift up to 25 lbs.
• Ability to travel within the GTA for external Pop Up Shops and events related to Museum operations, as and when required.
• Flexible availability to work evening, weekends and public holidays, as and when required.
• Previous experience working in a cultural attraction will be an asset.
• Expressed interest in the mandate of the Museum.

Please note that the hourly rate for this position is $19.00 with 4% vacation pay.

To Apply

Please send your cover letter and resume to akm.hr@akdn.org. This will be an ongoing recruitment.

Applicants must be fully vaccinated, as defined by Public Health. The Museum will comply with its human rights obligations and accommodate applicants who are legally entitled to accommodation under the Ontario Human Rights Code.

The Museum thanks all those who apply, however only shortlisted candidates will be contacted.

Please note that the Museum is an equal opportunity employer and is committed to fair and accessible employment practices. Upon request, suitable accommodations are available under the Accessibility for Ontarians with Disabilities Act for applicants invited to an interview.