

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

## VISITOR SERVICES COORDINATOR Temporary Full Time ( 12 month Contract)

<b>JOB ID:</b> C27-25	<b>LOCATION:</b> <a href="#">936029 Airport Road, Mulmur ON</a>
<b>JOB TYPE:</b> Temporary Full Time (Non-Union)	<b>DEADLINE TO APPLY:</b> 4:30 p.m. on April 4, 2025

Reporting to the Museum Services Manager, the Visitor Services Coordinator is responsible for implementing a visitor-centric model of customer service at the Museum of Dufferin (MoD) and maintaining a nimble, efficient front-of-house operation. The Visitor Services Coordinator is a dynamic, forward-facing member of the Museum's team that leads the MoD's engagement with visitors. This position also provides vital assistance for a variety of administrative, financial, and guest services tasks related to the Museum, including preparing financial deposits and statements, maintaining visitor statistics, managing tour and rental bookings, and assisting with events coordination. Scheduled hours for this position are 35 hours per week, with the typical work week being Tuesday through Saturday.

### What we can offer YOU!

- A competitive hourly wage ranging between \$31.40 - \$36.73 (January 1, 2025 Non-Union Pay Grid);
- Eligible to enroll in OMERS pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

### What you'll do

- Respond to inquiries from the public via phone, email and in person
- Provide visitors and the public with general information about MoD programs, services, events, and exhibitions
- Greet visitors, and maintain front-of-house organization and presentation
- Prepare the Museum for opening to the public, carrying-out duties related to opening and closing as needed
- Maintain point of sale, ticketing, permit and other front-of-house systems and procedures
- Maintain visitation and user records and statistics, and produce annual visitation report
- Ensure that a high level of customer service is embedded into Museum initiatives and processes
- Coordinate tours, program and facility rentals and related inquiries and bookings
- Handle all sales transactions occurring at the reception desk using cash register, and credit and debit card terminals
- Prepare and submit weekly sales reports and bank deposits for review and processing, in collaboration with Finance
- Collect operational invoices and submit to Manager for approval
- Control inventory, maintain records and monitor upkeep of the gift shop
- Maintain records of consignors/consignments, prepare monthly consignment statements for review and processing by Manager
- Maintain the Donation, In-kind Donation and Planned Giving records system
- Other duties as assigned

## What you'll bring

- Post-secondary diploma in Museum Studies, Office Administration, or Tourism & Hospitality
- 1-3 years of experience dealing with the public and handling inquiries in a front desk/reception environment
- Experience working in a Museum and/or knowledge of museum collections and membership databases are considered assets for the position
- Experience performing sales transactions
- Excellent customer service, inter-personal, and conflict resolution skills
- Highly organized and able manage multiple tasks effectively
- Strong computer and database management skills
- Valid Class G driver's license and access to reliable transportation required
- Must provide a clear criminal reference check including the vulnerable sector screening.

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

## Ready to apply?

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: [hr@dufferincounty.ca](mailto:hr@dufferincounty.ca)

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by April 25, 2025. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

