

## Rentals Assistant

***In accordance with the Facility Rental & Sales Coordinator, the Rentals Assistant executes museum rentals and assists in museum operations including special events and daily visitor admissions.***

**Term:**

- Part Time Seasonal
- May through October

**Hours/Days of Work:**

- Minimum 12 - 24 hours per week  
(As scheduled, determined by seasonal rental/events calendar)
- Weekend and evening work required
- This position will require working public holidays

**Salary:** Grade 3 (\$17.20)

**Reporting to:** Facility Rental & Sales Coordinator

**Application Submission:** E-mail cover letter and resume to Facility Rental & Sales Coordinator (information listed below)

**Duties and Areas of Responsibilities:**

**1. Facility Rentals Responsibilities**

- Assist the Facility Rental and Sales Coordinator in executing all museum rentals smoothly; including supervision during set-up, tear-down, rehearsals, and throughout the rental date.
- Upholding all museum rules and regulations with visitors, renters, vendors, and event guests; including maintaining times/capacities.
- Provide a high-level of customer with all who come in contact with museum.
- Promote and ensure the safety of all visitors, staff, and museum resources; including providing accessibility assistance to visitors as needed.
- Execute cleaning, sanitizing, and organizational procedures throughout Village and Heritage Buildings.
- Provide administrative and operational support, as required, from the Facility Rental & Sales Coordinator (ex. tour package assembly, media creation).
- Adhere to and assist with the implementation of all Health & Safety regulations.
- Other duties as assigned by museum coordinator staff.
- This role will be cross-trained with the Tollgate (admissions centre) and may be cross-trained to work in museum gift shop.

## 2. Toll Gate Responsibilities

- Process museum admissions and provide site orientation for visitors; including thematic interpretation and special site activities.
- Promote and sell Fanshawe Pioneer Village seasonal memberships.
- Assist with and process special event ticket sales.
- Provide high-level customer service, for both in-person and telephone questions/inquiries.
- Track daily visitor statistics and visitor experience evaluations.
- Maintain accurate cash handling and reporting; including documenting and reconciling all daily sales.
- Promote and ensure the safety of all visitors, staff, and museum resources; including monitoring the visitor parking area.
- Ensure Tollgate and storage areas are clean, sanitized, and organized at all times.
- Coordinate and ensure Tollgate resources, including site maps and community information, are stocked and available to visitors.
- Provide administrative and operational support, as required, from the Tollgate (ex. museum special event prep, extreme weather monitoring).

### Qualifications:

- Direct experience in event planning and/or event execution (ie. fundraisers, educational experiences, community events, etc.).
- Experience with cash handling and sales reconciliation.
  - a. Experience with cash register or point-of-sales systems recommended.
- Experience in a customer service or forward-facing role.
- Experience with Microsoft Office and/or spreadsheet programs.
- Excellent interpersonal and communication skills.
- Excellent problem-solving skills.
- Ability to work in a collaborative team environment.
- Ability to operate independently with minimal direct supervision.
- Strong organizational abilities.
- Experience in the museum sector an asset.
- Fluency in French an asset.
- Safe Food Handler Certification an asset.

### Requirements:

- Valid first aid and CPR certificate.
- Ability to provide a clear Criminal Record and Judicial Matters Police Check.
- Ability to wear historically appropriate costuming (provided) during operating hours and adhere to costuming standards outlined in the museum's *Costuming Policy*; including jewellery, make-up and personal adornments.

**PLEASE NOTE:**

- Public transportation to the Village is unavailable. Staff must have their own reliable 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.

***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.

**Interested candidates may e-mail a cover letter and resume directly to the Facility Rentals and Sales Coordinator, listed below, by Friday April 26, 2024.**

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

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