

<b>Job Title:</b>	Visitor Services Lead
<b>Purpose:</b>	The Visitor Services Lead will work under the Historic Site Supervisor to oversee all aspects of visitor services, event management, retail operations, and supervisory responsibilities. This role includes ticketing, customer inquiries, engagement, administrative support, retail partnerships, negotiating supplier relationships, marketing research, and community partnerships.
<b>Reports to:</b>	Historic Site Supervisor
<b>Direct Reports:</b>	Historic Site summer staff
<b>Compensation:</b>	\$18.25/hr Full Time Seasonal 35hrs/week May 2, 2025 - Nov 6, 2025

**Duties and Responsibilities:**

**Visitor Engagement and Services:**

- Greet visitors warmly and provide them with information about our facilities, programs, and services.
- Manage ticketing operations, campground reservations, and retail operations in the gift shop and mill stores.
- Assist visitors with inquiries via phone, email, and in-person, ensuring excellent customer service.
- Maintain and oversee the cleanliness and safety of all facilities and properties, with a priority on washrooms.

**Event Management:**

- Plan, coordinate, and execute special events hosted at the McLean Mill National Historic Site, including weddings, festivals, workshops, and private functions.
- Work with facility renters to ensure all obligations are met and followed while providing exceptional service and support
- Negotiate relationships with product suppliers and rental suppliers as needed for events
- Write contracts, monitor payment schedules, and ensure compliance with event rental agreements.

**Retail Operations:**

- Oversee the operation of the gift shop and mill stores, including inventory management, merchandising, and sales.
- Develop relationships with local crafters, artisans, and farmers for retail partnerships and market events.
- Research and recommend marketing and advertising strategies to expand our retail presence and increase sales.
- Ensure the cleanliness, organization, and safety of retail spaces, including displays and signage.

**Supervisory Duties:**

- Lead, supervise, and train a team of seasonal staff, ensuring they are knowledgeable and equipped to provide excellent service to visitors.
- Conduct orientation and training sessions for seasonal staff, providing guidance on visitor engagement, ticketing procedures, retail operations, and safety protocols.
- Schedule and coordinate shifts for seasonal staff, ensuring adequate coverage during peak visitation periods.
- Provide ongoing support, feedback, and performance evaluations to seasonal staff to ensure consistent delivery of high-quality visitor experiences.

**Administrative Support:**

- Maintain accurate records of visitor statistics, feedback, and complaints.
- Assist with scheduling staff for events and visitor services shifts.
- Record expenses with clear indicators for proper bookkeeping and protect the organization's value by keeping information confidential.

**Reporting and Communication:**

- Be available for frequent meetings with the Director of Operations, CEO, other staff.
- Ensure clear communication with stakeholders, staff, and partners regarding event schedules, safety protocols, organizational goals, retail operations, and supervisory matters.

**Qualifications:**

The successful applicant must complete the following training:

- Destination BC - Visitor Centre Basics
- SuperHost® Service For All™
- SuperHost® Foundations of Service Quality™

The successful applicant must have a good knowledge of and be proficient in:

- Administration and office procedure
- Some basic knowledge of retail merchandising, sales and marketing
- Basic computer skills and social media skills

The successful applicant must demonstrate the following skills;

- Strong communication skills both verbal and written
- Analytical and problem-solving skills
- Verbal, written and listening communication skills
- Attention to detail and accuracy
- Good organizational and time management skills
- Customer relationship and service skills

The successful applicant must possess the following attributes;

- Friendly and approachable
- Be sensitive and be culturally aware
- Flexibility and the ability to work on one's own.
- Integrity and confidentiality in all aspects of business

**Physical Requirements:**

The Visitor Services Lead role at McLean Mill National Historic Site requires a combination of administrative work and hands-on operational responsibilities. The physical demands of the job include, but are not limited to, the following:

**General Physical Demands:**

- Ability to stand and walk for extended periods (up to 6-8 hours per shift) while assisting visitors, overseeing events, and managing retail operations.
- Frequent movement around the site, including walking on uneven terrain, gravel pathways, and wooden boardwalks.
- Occasional lifting, carrying, pushing, or pulling of materials, supplies, or event equipment (up to 40 lbs).
- Frequent bending, stooping, kneeling, and reaching while setting up displays, stocking shelves, or arranging event spaces.
- Ability to climb stairs and ladders as needed for storage access and site maintenance inspections.
- Work outdoors in various weather conditions, including heat, rain, and cold, to support events and site operations.

**Environmental Considerations:**

- Exposure to outdoor elements such as dirt, dust, insects, and fluctuating temperatures.
- Working in both indoor and outdoor settings, including historical buildings, offices, event spaces, and gift shop areas.

**Sensory and Communication Requirements:**

- Ability to communicate effectively in a busy environment, including speaking over background noise and engaging with large groups of visitors.
- Strong visual acuity for reading documents, operating a computer, and managing cash transactions.
- Ability to hear and respond to visitor inquiries, phone calls, and emergency situations.

**Schedule and Work Expectations:**

- Flexibility to work varied schedules including evenings, and holidays based on event and operational needs.
- Ability to adapt to a fast-paced work environment with shifting priorities and multiple responsibilities.

This position requires an individual who is physically capable, adaptable, and comfortable working in both office and outdoor settings to ensure a seamless visitor experience at McLean Mill National Historic Site.

**How to Apply:** Please apply with your resume and cover letter by email to [elliott@albernichamber.ca](mailto:elliott@albernichamber.ca)