



Visitor Services Representative (occasional contract)

The Aga Khan Museum (AKM) in Toronto, Canada offers visitors a window into worlds unknown or unfamiliar: the artistic, intellectual, and scientific heritage of Muslim civilizations across the centuries from the Iberian Peninsula to China. Its mission is to foster a greater understanding and appreciation of the contribution that Muslim civilizations have made to world heritage. The Museum aims to connect cultures by presenting rotating displays of historical and contemporary art from its Permanent Collection and special exhibitions as well as a dynamic range of live performances.

Purpose of Position

Reporting to the Visitor Services Supervisor, 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 content of all visitor attractions within the Aga Khan Museum.

Key Responsibilities

- Efficiently and accurately process all visitor admission tickets to visitor attractions.
- Be careful in the handling of cash, ensuring that all institutional policies and procedures are followed.
- Monitor the correct use of interactives, reporting defective interactives immediately.
- Maintain a well-informed, working knowledge of the exhibitions and services available at the Museum.
- Serve as an advocate for the visitor while simultaneously promoting the welfare of the Museum.
- Communicate with a variety of visitors with diverse interests and abilities to ensure a positive Museum experience.
- Respond to telephone calls courteously and efficiently.
- Resolve visitor concerns and complaints promptly and to their satisfaction and escalate to the supervisor as and when required.
- Adhere to performance standards, with particular focus on customer service excellence.
- Ensure all areas are kept clean, tidy and free of clutter and rubbish.
- Conduct surveys and assist with promotional activities e.g. flyering.
- Report any accident or incident ensuring appropriate policies and procedures are followed.
- 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.
- Ensure that all relevant information is communicated speedily and accurately in a way that ensures that the information is received and easily understood.
- Ensure that all materials and resources are effectively and efficiently utilized to minimize waste and reduce costs.



Qualifications & Experience:

- Minimum 3 years of experience working in a team-oriented, collaborative customer-facing environment.
- University or college degree or diploma, or equivalent combination of education and experience.
- Expressed interest in the mandate of the Museum.
- Excellent communications, interpersonal and analytical skills.
- Exceptional customer service orientation.
- Strong computer skills, including POS and MS Excel.
- Experience using customer relationship management (CRM) and ticketing software. Knowledge of Tessitura is desirable.
- Experience of cash handling.
- Availability to work evenings, holidays, and weekends.
- Previous experience working in a museum will be an asset.

To Apply

Please note that AKM 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 (AODA) for applicants invited to an interview.

This is an occasional contract position and selected candidates will be engaged as and when required. Please send your cover letter and resume to akm.hr@akdn.org on or before **November 15, 2015**.

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