

O'KEEFE RANCH AND INTERIOR HERITAGE SOCIETY JOB DESCRIPTION

Job Title: Front Desk Attendant
Report to: Sales & Fundraising Coordinator
Date: April 8, 2019
Employment Type: Part-time, Seasonal

Organization Overview

The O'Keefe Ranch, which was originally founded in 1867, is an interactive and dynamic life sized museum with events and activities aimed at educating the general public and promoting the history and culture of the North Okanagan. The O'Keefe Ranch is currently operated by a non-profit society, the O'Keefe Ranch and Interior Heritage Society. It is the Society' mission to bring ranching and farming heritage to life, create vibrancy for our communities through interactive activities and events and preserve and demonstrate the rich ranching and farming heritage of the North Okanagan. The O'Keefe Ranch firmly believes that an organization is great not by what it thinks, but by what it does.

Summary of Position:

Reporting to the Sales & Fundraising Coordinator, the Front Desk Attendant, acts as the first point of contact in the overall experience of Ranch guests, and provides each and every guest with excellent customer services. This position provides leadership in greeting customers, managing all point-of-sales for the Gift Shop, Ranch Admissions, Season Pass Sales and RV Site Bookings.

In collaboration with all staff, the Front Desk Attendant will assist with receiving RV site bookings, booking Mansion Tours, event support and support the General Store as required. This front line position will be an integral part of ensuring a positive guest experience and promoting and creating a positive workplace culture and community engagement.

Job Responsibilities:

Sales

- Act as the first point of contact for all Ranch guests and provide excellent customer service;
- Promote the sales of Season passes and items located in the Gift Shop and General Store;
- Promote upcoming events, programs & current exhibitions;
- Promote other attractions located within the North Okanagan;
- Process point-of-sales transactions for the Gift Shop, Ranch Admissions, Summer Corn-maze, Season Pass Sales and RV Site Bookings;
- Assist in the General Store and with Ranch events as required.

Bookings

- Receive and record bookings for the RV site;
- Schedule guided tours of the O'Keefe Mansion;

Knowledge, Skills and Abilities

- Must be able to work independently, have the ability to multi-task, and work in a fast-paced environment;
- Customer focused;
- Excellent organizational skills, with an ability to prioritize important projects;
- Experience working with Microsoft Office and Google Applications;
- Team player;
- Sound knowledge of workplace culture is an asset.

Qualifications, Training and Experience:

- Experience working in a retail, sales and customer focused environment;
- Education, training or experience working in a sales and/or marketing role is a definite asset;
- A background or experience working in a non-profit environment is a definite asset;
- Experience with social media and marketing would be an asset;
- Education or training in business with a specialization in Marketing and/or Business Administration is a definite asset;
- Ability to lift up to 35 lbs as required;
- O'Keefe Ranch is an equal opportunity employer.

Licences, Certificates & Registrations

A valid Class 5 Driver's Licence in the Province of British Columbia

Additional Information

This is a seasonal position. Position is part-time with flexible hours from approximately May 6th – October 4th.

Hourly rate of pay is \$14/hr

This is a cash handling position.

As a condition of employment (not as a requirement of the application process) the successful candidate will be required to complete a Police Information Check.

To apply for this position please submit cover letter and resume to finance@okeeferanch.ca by April 19, 2019.

We would like to thank all applicants who apply; however, only those shortlisted will be contacted.

Please, no phone calls.