



## **Volunteer Opportunities**

Position Title: **Gift Shop Volunteer**

Location: Ottawa, ON (Carp)

Hours: Flexible part-time hours

Do you have retail experience? We are recruiting a team to work in our Museum Shop!

The Museum Shop exists to raise funds for the museum's programming and artifact conservation. The new shop opened in April of 2019 and is anticipated to reach \$85,000 in additional annual revenue and serves our visitors a unique shopping experience. The shop sells unique items that invite visitors to take their experience home. Our team will work together to create compelling season displays, act as consultants for visitors and express excellent customer experience.

If you have an interest in the museum, history and storytelling, can commit to a regular shift on an on-going basis and want to contribute your local community, this is the place for you!

The ideal volunteer will be passionate about customer service and helping others.

### **Principle Duties and Responsibilities:**

- Greet and orient visitors in the gift shop and answer questions about aspects of the museum, providing excellent customer service;
- Handle cash and process store items using a computerized cash register;
- Interpret history and the themes of the museum through dialogue with visitors;
- Assist with monthly and year end inventory counts;
- Order new products and maintain ongoing products, maintaining adequate stock;
- Assist in ensuring the shop is presentable by stocking shelves, cleaning and other light maintenance;
- Provide feedback to staff members of any requests, complaints or inquiries concerning the Gift Shop.

### **Qualifications**

*The ideal person should have the following qualifications:*



- Cash handling experience and an aptitude to accurately log all transactions;
- Ability to effectively communicate with a variety of personnel;
- Able to communicate well in verbal and written English (French is considered an asset).
- Friendly, self-motivated and outgoing;
- Adaptable, innovative, as well as proven ability to work independently or in a teamwork environment;
- Able to follow detailed directions and procedures;
- Must have strong computer skills and proficient in all Microsoft Office programs such as Outlook, Excel, Word, and Powerpoint.
- Ability to lift and move up to 20 kg;
- Flexibility with new challenges as they arise and work flexible hours as required.
- Good problem-solving skills, detail oriented and excellent follow-through
- Numerical ability to count money, prepare financial data, perform inventory and calculate prices, discounts and other factors relating to retail merchandising.
- Excellent organizational skills
- Ability to successfully handle multiple priorities, prioritize appropriately and manage frequent interruptions.

### **Experience**

- 1-3 years of experience as an administrative assistant and/or retail experience to include customer service, inventory processing, merchandising and data entry strongly preferred.

### **Uniform**

- A volunteer shirt will be provided.

### **Work environment**

- The gift shop can be busy and requires attention at all times being given to customers and monitoring inventory to prevent loss. Customer service is key to the success of the shop. Accuracy in counting money and attention to detail is necessary.

### **Commitment:**

The museum shop is open from 10:30 am to 4:00 pm. The hours are extended to 10:00 am to 4:30 pm on weekends and holidays.

We ask that volunteers are available for at least 1 shift per week, Monday-Friday, 10:30-4pm.



**To Apply:**

If you are interested, please send your cover letter, and resume with the subject line “[Your Name] – Volunteer” to [a.roncali@diefenbunker.ca](mailto:a.roncali@diefenbunker.ca)

Thank you to all applicants for their interest, only volunteers selected for an interview will be contacted.