

Title: Gift Shop Volunteer
Position Type: Volunteer
Reports to: Operations Manager
Date Posted: February 2024

POSITION SUMMARY

The Diefenbunker Gift Shop serves our visitors a unique shopping experience while raising additional funds for the museum's programming and artifact conservation. The Gift Shop sells unique items that invite visitors to take their experience home. The Gift Shop Volunteer provides high-quality service to visitors and answer various questions on the museum, such as its function, activities, mandate, and vision.

PRINCIPAL DUTIES & 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 Gift Shop items using a computerized cash register;
- Ensuring the Gift Shop is presentable through stocking shelves, cleaning, and other light maintenance;
- Provide feedback to staff members with any requests, complaints, or inquiries concerning the Gift Shop;
- Commitment to following the organization's policies and procedures;
- Additional duties as required to support the museum's visitor initiatives.

POSITION REQUIREMENTS

- One-year customer service experience;
- One-year cash handling experience;
- Be at least 16 years of age;
- Ability to provide and maintain a Vulnerable Sector Police Check;
- Ability to commit to between one and two shifts per week;
- Availability for shifts on weekdays from 10:00 a.m. to 4:00 p.m.

POSITION ASSETS

- Previous volunteer experience;
- Strong teamwork skills, showing adaptability, flexibility, and effective interactive communication;
- Functional in both official languages;
- Demonstrate an attention to detail and a commitment to quality work.

WORKING CONDITIONS

- Underground facility with no natural light. Standing and walking for long periods.

HOW TO APPLY

To apply, please fill out the volunteer application form on our website at diefenbunker.ca/volunteer.

Please note that there is no public transportation to the Diefenbunker from Ottawa.