

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (CULTURE DIVISION – CULTURE & HERITAGE - LOCATION - DUNDURN CASTLE)

MUSEUM SUPPORT CLERK - CUPE 5167(INSIDE WORKGROUP)

SUMMARY OF DUTIES

Report to the Curatorial Program Assistant, Dundurn National Historic Site and Hamilton Military Museum. Provide administrative and clerical support for Dundurn Castle and Hamilton Military Museum.

GENERAL DUTIES

Receive and answer routine inquiries from the public and staff regarding museum services. Forward requests when appropriate.

Promote programmes/special events/workshops/rental spaces offered at both museums to educators, tour operators, community and corporate groups and general public using email, phone, in person and social media.

Book tours, programs, events, facility locations for educational, social and corporate groups for the site. Generate and forward confirmations, museums policies and invoices.

Conduct tours of the site facilities to potential customers (for tours, and social and corporate rentals) as well as assist with the orientation of the site during special events.

Create client booking using both front and back of house components of Legend Software System. Including generating and forwarding confirmations, museums policies and invoices to appropriate City of Hamilton departments.

Set up and process payment/invoicing for all site bookings including: public and educational programs, special events, social and corporate functions at all site facility locations.

Create and maintain records for the site which include: bookings, invoices, deposits, wage and financial tracking.

Schedule appointments, arrange for meetings. Take and transcribe minutes.

Prepare cheque requisitions and requests for invoices for the site.

Maintain a working knowledge of city policies around: cash handling, municipal alcohol, and museum use.

Operate equipment such as photocopier, cash register, computer.

Set up and tear down for corporate and social functions, such as tables, chairs, screens, and other equipment.

Assist in the gift shop- processing sales, restocking merchandise, setting up displays, following cash handling policy, reconciling deposit using Legend Software System.

Maintain security for buildings and artifacts during open hours and for after hour functions.

Open and close facilities by following lock up and alarm setting procedures

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous business office experience with demonstrated transactional administrative tasks normally acquired through a combination of education and work related experience.
2. Demonstrated ability to use, and experience using, relevant computer software applications such as Legend Software, Microsoft Office Suite (Outlook, Word, Access, Excel, Publisher, Power point) at an intermediate level and Facebook and Instagram at a moderate level.
3. Must have superior customer service skills and demonstrated ability to communicate effectively verbally and in writing with departmental staff, the public and vendors.
4. Demonstrated ability of cash handling and financial accounting concepts gained through previous experience handling large amounts of cash, processing revenue distribution statements and bank deposits.
5. Demonstrated ability to reconcile and process invoices and accounts payable utilizing computer database with attention to detail and accuracy.
6. Demonstrated ability to accurately input, retrieve and manipulate data accurately within spreadsheets and be detail oriented.
7. Working knowledge of museum business considered an asset.

Note: This competition will include an interview and/or assessment as part of the selection process.

NOTE:

This position may be required to work nights and weekends, as well as staggered work hours to meet operational needs