

CITY OF HAMILTON

LAST UPDATED: MARCH 27, 2022

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

**(TOURISM & CULTURE DIVISION - TOURISM & EVENTS SECTION – LOCATION - 28 JAMES ST. N.
2ND FLOOR**

VISITOR EXPERIENCE CENTRE COORDINATOR - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager Tourism & Events and working in close collaboration with the Senior Curator Learning and Interpretation, the Visitor Experience Centre Coordinator is responsible for operating and programming the Visitor Experience Centre on the ground floor of the Lister Block. The Visitor Experience Centre is a free-admission, street-level, exhibit, program and event space which offers information and experiences relating to Hamilton's past and present. The Visitor Experience Centre Coordinator works with the Tourism & Culture Division and community partners to coordinate the delivery of programming and content to the public.

GENERAL DUTIES

Oversees the operation of the Visitor Experience Centre (open 10-4 Tuesday to Saturday with extended hours as needed for events, programming and facility rentals).

Coordinates and implements tourism and culture programs, exhibits and services to visitors and residents through the Visitor Experience Centre.

Receives and answers inquiries from visitors, the general public and community partners in person, by email, mail and over the phone.

Participates in all aspects of the Visitor Centre operations including but not limited to opening and closing, displays, set-up, and clean-up.

Cash handling and retail sales.

Coordinates scheduling of Facility Attendants, Historical Interpreters and other Tourism & Culture Staff as needed to staff operations and programming.

Works with the Supervisor, Museum Operations to coordinate rental and use of the Visitor Experience Centre space.

Works with the Supervisor, Museum Operations to develop and implement a merchandising plan for the Visitor Experience Centre.

Assists with monitoring of the operating budget for the centre.

Coordinates and executes events in alignment with corporate priorities.

Coordinates and delivers programming in alignment with corporate priorities including the Civic Museum Strategy, Tourism Strategy, Interpretive Master Plan and Placemaking and Public Art Animation Goals.

Facilitates the hosting of third party events and programming.

Participates in exhibit development.

Collaborates with colleagues in Tourism & Culture and the community for content development and program delivery

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.

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

QUALIFICATIONS

1. Demonstrated experience in the area of Tourism Development, Museum studies, Cultural Services, or Customer Service normally acquired through the completion of post-secondary education in a related field or a combination of education and direct work experience.
2. Strong customer service skills and demonstrated ability to interact professionally with community partners, management, elected officials, City staff, customers and the general public.
3. Demonstrated experience in engaging and collaborating with community groups and partners.
4. Demonstrated experience coordinating programs/projects to engage the public.
5. Knowledge of the principles of equity, diversity and inclusion and their application in community engagement.
6. Solid working knowledge of Adobe Creative Cloud, particularly InDesign, Photoshop and Illustrator.
7. Familiarity with social media practices and platforms.
8. Demonstrated excellent oral and written communications.
9. High degree of tact, discretion to relate to staff, the general public with professionalism.
10. Experience with planning and executing events.
11. Experience with facility management.
12. Experience with program development and delivery in a museum and/or gallery.
13. Experience with cash handling and, retail operations experience is an asset.
14. Available to work evenings and weekends as well as staggered work hours to meet operational needs.

SALARY:

Salary Grade H

Per hour

HOURS:

35 per week

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE

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