



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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Job Board Posting



Careers.Indigenous.Link

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Team Lead, Ticketing

Job ID	81-74-B3-15-C0-72	
Web Address	https://careers.indigenous.link/viewjob?jobname=81-74-B3-15-C0-72	
Company	Canadian Museum for Human Rights	
Location	Winnipeg, Manitoba	
Date Posted	From: 2019-05-22	To: 2019-05-30
Job	Type: Full-time	Category: Office
Languages	Bilingual	

Description

The Canadian Museum for Human Rights (CMHR) is the first museum in the world solely dedicated to the evolution, celebration and future of human rights. It is the first national museum in Canada to be built outside the National Capital Region. Located in the heart of Canada in Winnipeg, Manitoba, the CMHR rises from the Prairie earth at The Forks, which has been a meeting place for over six thousand years.

The CMHR delivers an immersive, interactive and memorable experience for visitors of every background, age and ability. Each visitor has access to a fully reinvented museum experience that reflects a design approach that sets new Canadian and world standards for inclusion and universal accessibility.

We are seeking talented individuals who are motivated to share their passion and commitment to join our team. Together, we aim to enhance the public's understanding of human rights, to promote respect for others, and to encourage reflection and dialogue.

Key Responsibilities

Leadership

- Provides employee coaching, advice, and guidance to Box Office Agents and the Visitor Services Representative.

- Delegates appropriate tasks to Box Office Agents and the Visitor Services Representative.

- Leads and supports daily ticketing operations in absence of Assistant Manager, Ticketing and Reservations.

- Models excellent visitor service to Box Office agents by working daily at the main/group entrances processing visitor transactions and membership sales.

- Addresses escalated visitor issues and concerns, in consultation with the Manager or Assistant Manager, as deemed appropriate.

- Adheres to, troubleshoots and monitors the daily ticketing schedule; ensures all ticketing functions are covered.

- Provides troubleshooting support to the Box Office Agents regarding POS system operations.

- Assists Box Office Agents with daily dispensing, cash out reconciliation and depositing of floats as required.

- Troubleshoots the use of the Cash360 machine; escalates concerns to the appropriate individuals (finance, leadership, contractors, etc.).

- Monitors the use of scanning equipment, including basic troubleshooting.

- Provides direction to volunteers at coat check, Level 1 stations and other areas, as required.

- Trains all ticketing staff on Level 1 emergency evacuation procedures.

- Motivates staff to achieve quarterly membership sales goals.

- Leads outbound membership and ticket sales at universities, colleges, malls and other offsite areas.

- Maintains knowledge of events, programs and activities occurring at the Museum and communicates information to staff.

Operations

- Operates the Museum's point-of-sale system including credit and debit card processing and cash handling.

- Processes all types of membership renewals as well as new sales; supports the Visitor Services Representative at peak membership periods (for example month end renewals).

- Reports equipment failures to IT or the Point-of-Sale Systems Administrator and Business Analyst as required.

- Tracks inventory and supplies necessary for Box Office operations (receipt paper, tickets, equipment and other supplies).

- In the absence of call centre staff (Education Reservations Coordinator, Tour Sales Coordinator, Visitor Services Representative), or during peak times, maintains business continuity by answering phones, emails, completing booking requests, registering visitors for pre-booked events, troubleshooting website ticket sales for visitors, and any other necessary tasks.

- Maintains and communicates knowledge on the Museum's accessibility features and services.

- Maintains knowledge of Museum policies, procedures and related security practices, and informs management team of any shortfalls based on staff and visitor feedback.

- Acts as primary support to the Assistant Manager, Ticketing and Reservations, as required, completing a variety of administration work as necessary and required.

- Performs other duties as assigned.

Required Qualifications

- Minimum of one year of leadership/supervisory or team lead experience, or an acceptable combination of education and experience

- Experience working as part of a team and providing leadership

- Proficient in MS Office, Outlook, Word, Excel and PowerPoint

- Ability to communicate effectively in both official languages (French/English), oral and written

- Strong organizational skills and attention to detail

- Proficient in the operations of a POS (point-of-sale) system including credit and debit card processing, cash handling, reconciling daily cash-out and preparing daily deposits

• Proven customer service skills

• Excellent communication skills

• Ability to sensitively address staff and visitor concerns and complaints

• Available to work shifts (weekdays, weekends, evenings and general holidays)

Desired Qualifications

• Knowledge of general security practices

• Advanced experience using a point-of-sale system such as Tessitura

• Ability to communicate in additional languages

• Experience working with and leading volunteers

Attributes

• Effective interpersonal skills with the ability to remain calm in stressful situations

• Self-starter who takes initiative

• Ability to lead by example

• Ability to work in a fast-paced environment and adapt to shifting demands and priorities

• Ability to work both independently and collaboratively in a team-oriented environment

• Ability to exercise sound judgment

• Polite, positive and attentive

• Tact and diplomacy

• Flexibility and adaptability

• Demonstrated commitment to human rights

Official Language Proficiency

• CCC • Written Comprehension (advanced), Written Expression (advanced) and Oral Proficiency (Advanced) in French

Working Conditions and Physical Demands

• Flexible work hours, including weekdays, weekends, evenings and general holidays

• Considerable standing is required (up to 3 hours) or the ability to remain stationed in one location

• Work is in an open public environment

Conditions of Employment

• Security Screening Level • Reliability Status

• Child Abuse Registry Check

How to Apply

Interested applicants should submit a cover letter and résumé through CMHR's Careers page at <https://humanrights.ca/about/careers> by May 30, 2019. The cover letter must provide concrete examples that illustrate how they meet the education and experience factors listed in the Qualifications • Required and Desired (if applicable). Résumés will be used as a secondary source to validate the education and experience described in the cover letter.

The Canadian Museum for Human Rights is committed to developing inclusive, barrier-free recruitment processes and work environment. Please advise the HR representative if accommodation measures must be taken to enable you to apply and be assessed in a fair and equitable manner. All applicants will receive a confirmation of receipt of their application. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Intent / Result of process: An eligibility list of qualified candidates may be created as a result of this process. The list would have a retention schedule of six months.