

CAREER OPPORTUNITY

Admissions Clerk
Theatre and Box Office
Corporate Services Division

One Full Time, Permanent position
Two Part Time, Permanent positions
OA 9
Annual Salary Range: \$50,190.86 - \$56,546.21, or \$27.48 – \$30.96 hourly

The Royal BC Museum (RBCM) was established in 1886, making it one of the oldest continually operating museums in Canada. Since its inception the museum has changed and evolved alongside the rest of the province. Today's RBCM is committed to creating community connections, gathering spaces and educational programs, and to providing opportunities for critical thinking, self-reflection, and thought-provoking experiences to people across BC and around the world.

The archives were founded in 1894 and in 2003, both organizations joined together to become BC's combined provincial museum and archives, with its purpose being to broaden the understanding about our province. We are passionate about inspiring curiosity and wonder, while sharing BC's story with millions of visitors who walk through our doors and explore our website each year.

IMAX® Victoria is also part of the RBCM and provides incredible immersive cinematic experiences through educational documentaries and Hollywood feature films, working in tandem with the RBCM to deliver inspiring and engaging programs and events. IMAX® Victoria is also responsible for the design and delivery of an annual film program, and includes educational documentaries, feature films, annual film festival, private theatre events and supports local Canadian filmmakers.

The RBCM, is updating not only the facilities and infrastructure, it is creating a Provincial Archives, Research and Collections (PARC) Campus in Colwood, BC. It is an exciting time to join the museum team as we reimagine our methods and processes, and welcome the perspectives and stories of all British Columbians.

Front of House includes management of a Theatre, Concession Stand, Gift Shop and Box Office. Our Front of House team is responsible for delivering a professional, inclusive and engaging experience for all visitors including general public, schools, government officials, cultural groups and community partners.

Admissions staff at the Box Office alongside Information Desk and Lobby Host volunteers are the first point of contact between visitors and the Royal BC Museum, Archives and IMAX® Victoria. Front line staff act as the main information and reception point for the venue, ensuring the Box Office provides a professional, customer focused and welcoming service for all visitors including general public, schools, large group bookings, government officials, venue hirers and contractors.

Admissions Clerks are responsible for all financial transactions at the Box Office and this position is required to accurately reconcile and balance cash receipts against register tape on a daily basis.

We are currently looking for Admission Clerks who will bring positivity and enthusiasm to our team. The ideal candidate will have 2 years working in a customer facing role, have completed secondary school, and be willing to work weekend, evening and statutory holiday shifts. Knowledge of a box office environment, IMAX Victoria, and additional years in a customer facing role is considered an asset. If you meet these criteria, we invite you to apply and contribute your expertise to our dynamic team.

Before you apply for this position, you must meet the eligibility requirements. To be eligible to work in Canada, you must be a Canadian citizen or permanent resident of Canada or authorized in writing to work in Canada under the federal Immigration Act. Eligibility to work in Canada is granted through citizenship, permanent resident status, or a work permit.

An eligibility list may be established for future temporary and/or permanent vacancies.

How to Apply:

Your application must clearly demonstrate how you meet the job requirements listed with the job profile.

Please submit your resume and cover letter in pdf format by June 12, 2024 at 11:59 pm (PST) with the following subject line: Last Name, First Name, RB2024-24 via email to:

RBCMapapplications@royalbcmuseum.bc.ca

Additional Information:

This position requires a Criminal Records Check under the BC Public Service Screening Policy and the Criminal Records Review Act. All applicants must be legally entitled to work in Canada (i.e., have Canadian citizenship or permanent resident status).

The Indigenous Applicant Advisory Service is available to applicants that self-identify as Indigenous (First Nations, status or non-status, Métis, or Inuit) person seeking work or already employed in the BC Public Service. For guidance on applying and/or preparing for an interview, please contact

IndigenousApplicants@gov.bc.ca or call #778-405-3452.

The Royal BC Museum, Archives and IMAX Victoria celebrate culture and history, sharing the stories of British Columbia in ways that enlighten, stimulate and inspire. Through research and learning, we strive to broaden understanding of our province and inspire curiosity and wonder. Located in Victoria on the traditional territory of the Lekwungen Peoples (Songhees and Esquimalt Nations), we are proud to welcome 800,000 visitors annually.

We are committed to creating a diverse workplace where everyone is celebrated.

As an inclusive and accessible employer, please advise People and Development of any accommodations required to assist you to ensure equitable participation in this hiring process.

JOB PROFILE

Position #46705, 84980

TITLE: ADMISSIONS CLERK**CLASSIFICATION: OA 9****SUPERVISOR TITLE: ADMISSIONS SUPERVISOR****SUPERVISOR POSITION #: 62502****DEPARTMENT: THEATRE AND BOX OFFICE**

CONTEXT

The Royal BC Museum is situated on the territories of the Lekwungen People, known today as the Songhees and Esquimalt First Nations.

The Royal BC Museum (RBCM) was established in 1886, making it one of the oldest continually operating museums in Canada. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of British Columbia, and provides for a dynamic forum for discussion and a place for cultural reflection.

The RBCM, which includes the provincial archives, is undergoing re-imagination. Re-imagination is a complex, transformational process that not only impacts the museum's physical presence and facilities, but also requires the museum team to undergo adaptive and technical organizational changes.

As an institution that encourages gathering, learning, critical thinking, self-reflection and thought-provoking experiences for people of all ages, modernization demands that the museum evolve and remain relevant to the communities it serves and in doing so, the team must embody and exemplify a commitment to:

- being accountable for our individual and collective learning and embracing informed, values-based ways of working that honours diversity, inclusivity, accessibility and equity such that this commitment is evident in our interactions and relations with one another internally, and also with visitors, the public, our industry and business partners, and our community partners.
- being a place where diverse peoples and communities of British Columbia feel welcome in the museum and supported as they tell their truths and share the lived experiences of their current and past generations.
- honouring and presenting an authentic human history that represents a vibrant, diverse province that exists today, which is central to RBCM's transformation.
- incorporating an informed and values-based adoption, dissemination and implementation of Truth and Reconciliation principles, DRIPA and the province's DRIPA Action Plan.
- being a centre of respectful, inclusive, self-motivated, team-focused collaboration.

RBCM has over 7 million objects and specimens and millions of significant government documents and records; substantial photographic, audio and video collections; artworks; and an extensive library of publications. Through research, learning, outreach and community engagement, we strive to broaden understanding about our province and inspire curiosity and wonder.

DEPARTMENT OVERVIEW

IMAX® Victoria offers immersive cinematic experiences through educational documentaries and Hollywood feature films, working in tandem with the Royal BC Museum to deliver inspiring and engaging programs and events.

IMAX® Victoria is responsible for the design and delivery of an annual film program that supports the RBCM mandate and corporate revenue targets. This includes educational documentaries, feature films, annual film festival, private theatre events and supports local Canadian filmmakers.

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ACCOUNTABILITIES

- Open and close the Box Office, depending on shift schedule
- Ensure Box Office remains clean and organized, including daily maintenance of pamphlets, rack cards, coupons and any other informational material available to a visitor
- Ensure work stations have the necessary supplies to serve visitors and sell tickets
- Provide consistent, visitor-orientated customer service to all visitors
- Maintain knowledge to confidently answer questions about the Museum, Archives and IMAX® Victoria programs and services. This includes information on exhibits, access to Archives reference room, IMAX® Victoria film schedule, group bookings and any other information required that supports visitor experience
- Handle and record all ticket sales, membership sales and control individual cash floats
- Ensure correct data entry using our Advanced Ticket Management System (ATMS)
- Receive payment in full for purchases, ensuring correct change is provided along with receipts and tickets

Job Family:

Job Stream: n/a

PSA Approved Date:

- Ensure correct cash handling, security and cash out procedures are followed, in accordance with the RBCM Cash Management Policy
- Resolve any out-of-balance cash outs with the Box Office Supervisor/Team Lead, as advised by the Revenue Manager
- Ensure you are meeting the uniform requirements of the position
- Troubleshoot equipment such as credit card terminals, computers and scanners, ticketing machines and report unresolvable IT issues to the Royal BC Museum Helpdesk as a priority
- Assist our Marketing Department with gathering visitor data and information required on Museum and IMAX® Victoria Memberships
- Work collectively as a team on training new Admissions Clerks and covering shifts when necessary, as directed by the Box Office Supervisor/Team Lead
- Ensure Box Office emails/voicemails are actioned daily in a timely manner

JOB REQUIREMENTS

Education and Experience:

- Secondary school graduation or equivalent;
- 2 years' experience working in a customer facing role.

Preference may be given to applicants with the following:

- Experience working in a Box Office;
- Knowledge of the Royal BC Museum and IMAX® Victoria's programs and services;
- More than 2 years working in a customer facing role.

Willingness: This role may be required to work weekend, evening and statutory holiday shifts.

Knowledge, Skills and Abilities:

- Ability to communicate effectively in a fast-paced environment
- Strong attention to detail with the ability to multitask
- Use tact and judgment in resolving challenges working in a high-volume environment
- Ability to encourage the development of unique approaches and creative solutions (Innovation)
- Excellent organizational skills
- Excellent verbal and written communication skills

PROVISO:

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the organization (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

Job Family:

Job Stream: n/a

PSA Approved Date:

BEHAVIOURAL COMPETENCIES

- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement), an objective measure (achievement orientation), challenging goals that one has set, or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a results orientation.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork & Cooperation** is the ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Self-Discovery & Awareness** means understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

Job Family:

Job Stream: n/a

PSA Approved Date: