



## POSITION VACANCY

*The City of Niagara Falls is a dynamic and internationally renowned city with a prosperous business community and economic foundation anchored by tourism, manufacturing, retail and knowledge-based sectors. Located at one of the natural wonders of the world and in the heart North America's most affluent consumer markets, we are linked to the world by extensive road, rail, air, water and telecommunication networks. With over 14 million visitors a year and a growing resident population of over 95,000, we invite you to discover why Niagara Falls is a premier place to live, work, and play.*

<b>Call Number:</b>	<b>2024 - 90</b>
<b>Position:</b>	<b>Visitor Services Assistant</b>
<b>Type of Vacancy:</b>	Permanent
<b>Work Schedule:</b>	Five (5) days per week including evenings and weekends (35 hours per week)
<b>Location:</b>	Niagara Falls History Museum (5810 Ferry Street, Niagara Falls)
<b>2025 Salary/Wage Range:</b>	\$31.38 to \$32.78 per hour Plus, a comprehensive benefits package and defined benefit retirement pension
<b>Date Posted:</b>	December 11, 2024
<b>Closing Date:</b>	<b>January 3, 2025 at 4:00 pm</b>

Further details on this position are attached.

To apply, please submit a cover letter and resume to [www.niagarafalls.ca/jobs](http://www.niagarafalls.ca/jobs)

Applications must be submitted online and will be accepted until  
**4:00 pm on January 3, 2025**

The City of Niagara Falls is dedicated in creating an accessible and inclusive organization and fostering a workplace culture which reflects the diverse nature of the residents we serve. In accordance with the Accessibility of Ontarians with Disabilities Act (AODA), the City will accommodate the individual needs of candidates with disabilities throughout the recruitment process. Please feel free to contact us at [HRDepartment@niagarafalls.ca](mailto:HRDepartment@niagarafalls.ca) or 905-356-7521. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position.

We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

## CITY OF NIAGARA FALLS POSITION DESCRIPTION

This description reflects the general details considered necessary to describe the principle functions of the position identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

- POSITION TITLE:** Visitor Services Assistant
- POSITION SUMMARY:** Under the direction of the Head of Customer Service, the Visitor Services Assistant will assist with the front of house operations of the Museums, customer service, special events, administrative functions, general cleanliness at all the sites and group tours.
- DIVISION / DEPARTMENT:** Recreation, Culture and Facilities / Museum
- RESPONSIBLE TO:** Head of Museum and Curatorial Services
- SUPERVISES:** Seasonal staff and volunteers
- EQUIPMENT & TOOLS USED:** General office equipment including computers and applicable software applications; and point of sale equipment.
- WORKING CONDITIONS:** Office environment including front reception, gift shop, heritage site and other museum settings.  
35-hour work week including evenings and weekends.
- RESPONSIBLE FOR:**
1. Provides customer service and receptionist services for the Museums. Responds to inquiries in person, by phone, or electronically.
  2. Maintain the cleanliness of the facilities.
  3. Responsible for group tours through the facilities and assist with school curriculum-based tours. Assist with special events including set up of tables and chairs.
  4. Assist with the procurement of merchandise for the gift shop. Maintain an accurate and computerized record of sales.
  5. Assist with the administrative functions and maintains Museums records and logs.
  6. Assist with visitor and vendor services at City Cultural facilities as required.
  7. Processes forms, purchase requisitions, applications, and issues permits for facility rentals.
  8. Prepares statements, billings, summaries, etc. and may be required to total, balance, and post. Prepares floats and reconciles.
  9. Opens, sorts, and distributes mail.
  10. Schedules and permits facility meeting areas.
  11. Orders, receives, and distributes stationary supplies.
  12. Meet with volunteers, assign, schedule and train.

13. May assist Department staff with research, background information, promotions, special projects, data entry, arranging meetings or appointments.

**POSITION REQUIREMENTS:**

- College Diploma in Museum Studies or related.
- Valid Class "G" License.
- At least (6) six months customer service experience.
- Proficiency with numerous software applications including spreadsheet, financial and scheduling software.
- Customer Service oriented including good verbal communication skills.