



Position Title: Visitor Office Receptionist

Status: Seasonal Contract, Part-Time, \$17.00/hour

Reports To: Personal Assistant, Director

Department: Director's Office

Direct Reports: None

Contract Period: May 3 to October 9, 2023

Application Deadline: March 15, 2023

Job ID: 2023-223

JOB SUMMARY

Martyrs' Shrine is a national holy and historic Roman Catholic site that welcomes over 100,000 pilgrims and visitors every year, serving people from across the world from all types of faiths, cultures and beliefs. This special site was once home to the holy Canadian Martyrs – sainted men who were some of the first to step foot in Canada and live among the Indigenous people. The site has been graced by Saint Pope John Paul II and dignitaries from around the world. The Shrine is a unique site that has helped to inspire and influence our nation as we know it today.

We are seeking a Visitor Office Receptionist who will provide an important role to the public by creating a welcoming and informative visitor experience and be a first-point of contact for people calling into or emailing Martyrs' Shrine. As well, they will be responsible for handling visitor payments and coordinating the reservation for those staying at The Magis guesthouse.

The successful candidate will be available 15 hours per week, including weekends and statutory holidays. A satisfactory criminal background check including vulnerable sector will also be required.

ROLES AND RESPONSIBILITIES

Visitor and Guest Services

- Provide a friendly and welcoming environment as a first point of contact for visitors.
- Perform exceptional customer service – greet, direct and actively assist visitors with directions and information about Martyrs' Shrine as well as other regional spiritual and tourism sites as necessary.
- Orient visitors to and encourage participation with on-site events and programming.
- Monitors the general phone line and email and directs inquiries, as appropriate.
- Be sensitive and open to the spiritual journey that guests may have while visiting Martyrs' Shrine.
- Distribute Martyrs' Shrine marketing materials, as necessary.
- Be responsive in the event of emergencies and remain professional at all times.

Relationship Management/Partnership & Alliance Building

- Proactively communicate with Manager and the broader Martyrs' Shrine team, to support positive interdepartmental relations across the organization.
- Communicate effectively with various guest groups, vendors, and service providers, in a manner that is courteous, professional, and encourages fruitful relationships.
- Take proactive steps to be informed of site-specific programming and lend assistance where possible.

Administrative and Financial Responsibility

- Assist in the management of ticketing and retail sales, including cash-handling.

- Manage cash floats in a secure manner and conduct end-of-day reporting and deposits, as required.
- Maintain and monitor databases and advise on inventory needs, as appropriate.
- Administer COVID-19 Screening protocols and track capacity, if necessary.
- Responsible for the opening and closing of your assigned venue in a timely and efficient manner.
- Proactively maintain and merchandise stock so that it is ready for large and sudden influxes of visitors.
- Maintain equipment and work area in a safe working order, troubleshoot problems, and escalate them to the appropriate department as needed.

Progressive Learning

- Build an ongoing understanding of the Martyrs' Shrine story including the history of the Canadian Martyrs, first contact between Europeans and the Indigenous peoples, and the liturgical and ministerial traditions of the Roman Catholic church.
- Proactively monitor and identify opportunities for the continuous improvement of workplace processes and procedures that contribute to a more efficient workplace.

COMPETENCIES AND QUALIFICATIONS

- Experience in front-line hospitality and public relations in a large-scale, event-based atmosphere.
- Comfortability working in and dealing with large crowds.
- Experience in retail sales.
- Excellent customer service and interpersonal skills.
- Ability to perform under pressure and adapt to changing and challenging work demands.
- Ability to demonstrate passion, dedication, and punctuality at all times.
- Knowledge of, and commitment to, workplace health and safety.
- Knowledge of the surrounding Georgian Bay area, including tourism information, is considered an asset.
- Experience with Square Point-of-Sale system is considered an asset.
- Bilingual (French/English) preferred; other languages are considered an asset.
- Candidates must be fully vaccinated, have received current booster shots, and be willing to accept new boosters in a timely fashion, as provided by the government.

WORKING CONDITIONS

The standard work week is 15 hours. Regular weekend schedule, working all weekends, including statutory holidays. Required to have flexibility to meet the needs of the organization including last minute requests. Must be willing to work outdoors and able to fulfill the regular physical requirements of the position.

Physical Demands:

- Duties are performed in full view of the public.
- Lifting boxes weighing up to 25lbs and carrying them up to 50 feet.
- Sitting and standing for long periods of time, walking long distances, sometimes uphill, and sometimes alongside moving vehicular traffic multiple times a day.
- Working from a ticket booth window engaged in cash-handling and ticket dispensing with vehicle passengers.
- Ability to see, read and identify products that may be on shelves or in boxes.
- Work involves data entry into the Point-of-Sale system, using a barcode scanner and touch-screen and/or computer system.
- Requires working both indoors and outdoors, for extended periods of time.
- Requires attention to detail, and focus, under high-stress circumstances with multiple distractions and interruptions.
- Ability to communicate, with clear speech and good hearing, using two-way radios.
- Ability to remain alert to by listening for, and watching for, safety hazards around you and others

As a condition of employment, must complete a criminal background check including vulnerable sector screening.

Role profiles are not intended to be an exhaustive list of all job aspects. Employees may be required to fulfill additional duties and responsibilities, as assigned.

Martyrs' Shrine is an equal opportunity employer and is committed to diversity and inclusiveness in all of our work. We work proactively to be fair and equitable in practice and welcome applications from all qualified individuals. We encourage those who identify as women, persons with disabilities, Indigenous persons, persons of colour, individuals of non-conforming gender and sexual orientations, and all groups protected by the Ontario Human Rights Code to apply. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to Martyrs' Shrine.

Martyrs' Shrine is located at 16163 Highway 12 West, Midland, ON. L4R 4K6

While we thank you for your interest, only those selected for interviews will be contacted.

Applicants must be legally entitled to work in Canada to be considered for employment.

Applications can be submitted through this online job board or by email at jobs@martyrs-shrine.com, quoting Job ID# 2023-223 in the subject line of your email.

Application Deadline: March 15, 2023