

**Ucluelet Aquarium**

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Opportunity to join the Ucluelet Aquarium team!

We are looking for someone with a passion for retail, sustainability, and customer service. The retail area of the Ucluelet Aquarium supports 20% of the UA's annual budget. With excellent relationships with local artisans and creators, we support the community's local economy while ensuring financial stability for our organization. Candidates for this role must be comfortable with public-facing work. The Ucluelet Aquarium sees more than 60,000 visitors per year and is a hub of visitor services for the broader Ucluelet community. Our team is collaborative, supportive, and passionate about public education and marine conservation.

Wage: \$50,000 per annum.

Schedule: 37.5 hours per week.

Typical hours are 9:00am - 5:00pm. Must be able to work weekends and holidays.

Position Start Date: As soon as possible, we have some flexibility for the right candidate.

Benefits: This position includes an Extended Medical Benefits Plan (there is a 3 month waiting period before you are added to the UA plan)

This position includes 10 paid vacation days.

\*There is a three-month trial period for this position\*

## **Schedule A: Job Description**

One of our core values at the Ucluelet Aquarium is our fantastic team. We work well together, support one another, and consider one another. Every one of our team members is an essential part of keeping this facility running smoothly and continuing to be a positive and welcoming place both to work in and to visit.

Through management of the Ucluelet Aquarium's retail area, the Retail Manager provides a dependable source of income that the Ucluelet Aquarium Society uses to fund the management and maintenance of the Ucluelet Aquarium facility. Our retail policies prioritize showcasing the work of local artists and creators and stocking items that support our environmental mission while bringing joy and a sense of connection to place.

### **Responsibilities:**

- € Clean, organize, and maintain Ucluelet Aquarium exhibits, spaces (main floor, office, downstairs, stairwells, entrances and exits, bathrooms, gardens, docks, pump area, and intertidal spaces), tools, and materials.
- € Assist in volunteer and new employee training.
- € Collaborate with coworkers to support one another, ensure consistency in coverage and task completion, and assist in maintaining a positive, fun, and supportive workplace.
- € Greet and orient visitors around the Ucluelet Aquarium, Ucluelet Aquarium events, collaborations, and the surrounding community.
- € Answer questions, show visitors the exhibits and specimens, promote the aquarium's message and provide both inside and offsite programs for the public.
- € Aid the team at times in caring for specimens & general aquarium operations.
- € Plan,
- € Management of front desk coverage including a front desk schedule as well as your own time management.
- € Order and maintain stock of retail products consistent with the Ucluelet Aquarium's message and mission.
- € Prioritize environmentally friendly, locally sourced, and good quality products.
- € Data management of invoicing, inventories, ordering, and visitor statistics.
- € Ensure invoices and payments are paid on-time and clearly accounted for in the annual Ucluelet Aquarium budget.
- € Manage the POS system including card machines, software, and the training and monitoring of employees and volunteers.
- € Handle cash and card transactions and complete end-of-day cashouts.
- € Provide quarterly reports on sales and inventories to the Executive Director.
- € Find & develop new revenue streams for the Ucluelet Aquarium.
- € Seek ways to improve aquarium functions, operations, procedures, and practices.
- € Work on any tasks or projects assigned by the Executive Director.

- € Must be adaptable and flexible to work in a fast-paced environment with seasonally changing demands of the role.

**Requirements:**

- € 2+ years' experience in customer service.
- € Excellent written and verbal communicator in English.
- € Capable of lifting and carrying 50lbs.
- € Capable of moving, setting up, and working on ladders.
- € Confident in daily public speaking & visitor orientation in the Ucluelet Aquarium.
- € Budget management an asset
- € Spreadsheet management an asset