

## **Ucluelet Aquarium**

180 Main St., Ucluelet, BC

PO Box 1262

V0R 3A0

[www.uclueletaquarium.org](http://www.uclueletaquarium.org)

[laura@uclueletaquarium.org](mailto:laura@uclueletaquarium.org)



### **Job Title:       Retail Manager**

Status:           Full Time, year-round.

Schedule:       37.5 hours per week, 5 days per week.  
                    9:15AM - 5:15PM, or as scheduled by the Executive  
                    Director.

Salary:           Must be able to work holidays, weekends, and evenings.  
                    \$49,750 per annum, 10 paid vacation days/year,  
                    extended medical benefits (after 3-month waiting  
                    period).

\*This position will remain open until filled\*

### **Overview:**

The Ucluelet Aquarium is seeking an enthusiastic, self-motivated individual to step (Swim? Slide? Scuttle?) into the role of Retail Manager.

This position manages the Ucluelet Aquarium's retail program - a core component of the UA's operations.

In the Ucluelet Aquarium, Canada's first collect-and-release public aquarium, we greet more than 50,000 visitors per year. Our work is wet and cold, salt-stained and joyful. We strive to introduce visitors to specimens they may never have considered before but are important cornerstones of healthy marine environments. Our main philosophy of work is to build connections. Connections between visitors and the environments around them and connections between our actions and the health of the organisms we care for. The Ucluelet Aquarium values teamwork, creativity and knowledge sharing. Applicants should be comfortable multi-tasking, public speaking and collaborating with others on projects. Located in the beautiful

but remote location of Ucluelet BC, we are a resilient group that must make our own tools, repair our own gear, and solve our own problems. Those that apply for this position should be enthusiastic about working as a team as well as working independently. Applicants must be comfortable with public-facing work, as all our operations take place together with and amongst our many visitors.

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, dock, pump area, and intertidal spaces), tools, and materials.
- Assist in volunteer and new employee training.
- Collaborate with the Ucluelet Aquarium team to support one another 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.
- 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, good quality products.
- Data management of invoicing, inventories, ordering, and visitor statistics.

- 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.

### **Requirements:**

- 2+ years experience in customer service.
- 2+ years retail or merchandizing experience.
- 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

### **Additional Assets:**

- Studies or degree in Communications, Marketing, Merchandising, Business Administration, or equivalent experience.
- Pre-arranged housing or housing opportunities within Ucluelet
- Level 1 first aid with CPR-C/AED
- Hold a valid class 5 BC driver's license

### **Only those selected for an interview will be contacted.**

Please email your **cover letter**, **resume** and a **minimum of 2 references** to: **[laura@uclueletaquarium.org](mailto:laura@uclueletaquarium.org)** with Attn: **Retail Manager 2025**.

Please indicate on your application whether you have housing in Ucluelet.