

Customer Experience Assistant - Culture & Heritage

Job Description

Reports to:	Culture & Heritage Team Leader
Division:	Community Growth & Identity
Sub-division:	Planning & Identity
Business Centre:	Community Identity
Team:	Culture & Heritage
Date Updated:	2025

Job Scope: The Customer Experience Assistant - Culture & Heritage provides support to the Culture & Heritage team with various initiatives related primarily to the Museum and/or Art Gallery. They are the primary first point of contact, addressing inquiries, resolving issues, and creating positive interactions with customers. This role requires excellent communication skills, empathy, problem-solving abilities, and ability to work independently and as a team. The Customer Experience Assistant will work a non-standard work week.

Key responsibilities of the job are as follow:

1. General responsibilities:

- Assist staff at the Okotoks Museum and Archives to fulfill its mandate to collect, preserve, research, develop exhibits and interpret artifacts and archival material that are relevant to regional history for the purpose of preserving material evidence of natural environments and human cultures;
- Greet and engage with customers through various communication channels in person at the front counter, over the phone, and by email;
- Receive payment for Town services, programs and/or bookings;
- Provide timely and accurate responses to customer inquiries;
- Share customer insights to help contribute to the improvement of services, programs and process;
- Accountable for daily cash handling and receipting according to approved Town practices;
- Assist in processing the backlog of artifact donations;
- Assist the Programmer-Culture & Heritage in the delivery of history-based programs for school groups, community groups and special events at the museum;
- Assist with public research requests and inquiries;
- Assist with responding to, reporting and documenting any emergency or behavioral events;
- Assist with receiving and processing internal and external mail, data entry, track data, costs, and usage statistics;
- Conduct routine research using the internet or other sources.

2. Other responsibilities:

- Assist Culture & Heritage Team Leader at the Art Gallery when required;



- Ensure compliance with OH&S, Town Standards and Administrative Guidelines; and
- Projects & initiatives as assigned.

Qualifications and required skills:

- **Education:** Equivalent to High School Diploma
- **Experience:** Less than 1 year directly/indirectly related work experience representing continuous learning.
- Capable of working within general directives and minimal supervision.
- Comfortable operating under broad policies and adapting as needed.
- Skilled at interpreting and applying overarching guidelines effectively.
- Proficient in working within flexible frameworks and organizational standards.
- Demonstrate knowledge and experience of computer functions (including MS Office Suite).