AUDAIN ART MUSEUM
WHISTLER BC

EMPLOYMENT OPPORTUNITY
VISITOR SERVICES & MEMBERSHIP SUPERVISOR

Become an integral part of the Audain Art Museum, a 56,000 square foot institution in Whistler, British Columbia. The Audain Art Museum provides a home to a Permanent Collection, which contains 200 works of art including Emily Carr, E. J. Hughes, historical and contemporary First Nations works and a wide range of modern and contemporary British Columbia artists. The Audain Art Museum also contains an exhibition space for changing Special Exhibitions.

Position:	Visitor Services & Membership Supervisor
Reporting to:	Museum Shop & Admissions Manager
Hours:	Thursday to Monday schedule. Shifts are typically 10:15am-6:30pm.
Term:	Permanent, full-time
Remuneration:	$30.00 per hour
Location:	Onsite. Whistler, British Columbia.
Benefits:	Extended Health, 6% vacation accrual, Wellness Benefit, Monthly Transit Allowance Shop Allowance & Discount, Museum Membership

JOB SUMMARY

This position assists with the daily operations of the Museum Shop and Admissions. Reporting directly to the Museum Shop & Admissions Manager, the successful candidate will lead the Visitor Services team on the floor ensuring that the highest level of customer service is provided to Museum guests. The Supervisor is responsible for training new Visitor Services staff and ongoing coaching of product knowledge. This position is responsible for administrative duties such as processing e-commerce sales, managing emails and membership administration. The ideal candidate should have significant experience in leading a team, visual merchandising and customer service.

KEY RESPONSIBILITIES

- Lead the Visitor Services team on the floor and ensure smooth daily operations of the Museum Shop and Admissions.
- Ensure effective staffing coverage for Museum Shop and Admissions operations.
- Onboard and train new Visitor Services team members. Coach the Visitor Services team on a daily basis on sales, product knowledge and customer service.
- Demonstrate and ensure the team provides an exceptional experience for every guest.
- Handle customer issues and complaints.
- Carry out special orders and requests made by customers.
- Share product knowledge of the Shop artists with guests and sell merchandise in the Museum Shop.
- Maintain and create visually appealing merchandise displays.
- Oversee and maintain ecommerce website. Process e-commerce sales.
- Collaborate with the Marketing team on content creation of Museum Shop social media.
- Lead Museum membership administration and assist with Museum membership programs and promotions.
- Assist the Museum Shop & Admissions Manager with implementing new protocols and initiatives.
- Assist with events and Audain Art Museum engagement initiatives as required.
- Assist the Head Guard in the event of an emergency in tandem with applicable management team members.
- Carry out and enforce policies and procedures set out by the Audain Art Museum.
- Oversight of front of house cash operations including cashing in/out and float management and bank runs to make change
- Compilation of daily/weekly reports covering visitor statistics and feedback
- Representation of Visitor Services team on staff committees
- Additional duties as required.

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QUALIFICATIONS / KNOWLEDGE / SKILLS

- Experience working in a retail, office and/or front desk environment.
- Previous leadership experience as a supervisor, key holder and/or team leader.
- Experience in sales, visual merchandising, training and coaching staff.
- Friendly, helpful and approachable with strong customer service and communication skills.
- Flexible, accommodating, adaptable with a positive attitude.
- Interest in art and/or museums desirable.
- Strong computer skills, particularly with POS, ecommerce and Microsoft Office programs.
- Organized with an excellent attention to detail and exceptional problem-solving skills.
- Must be able to work flexible hours as required including some evenings and all weekends.
- Maintain a professional image through dress and manner.
- Ability to sustain physical activity such as walking up and down stairs, pushing carts and lifting up to 30lbs.

OTHER REQUIREMENTS

- Criminal Record Check will be required by the successful candidate.

Interested applicants are required to submit a Resume and Cover Letter prior to **5:00pm PST** on **Friday, February 27, 2026.** Applicants are encouraged to apply as soon as possible as applications will be reviewed on an ongoing basis and the position may be filled before the closing date.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

ALL RESUME PACKAGES MAY BE DIRECTED TO:
Brianna Beacom, Director of Operations, Audain Art Museum
Email: bbeacom@audainartmuseum.com