



Manager, Retail & Visitor Experience

The Opportunity

We are seeking a dynamic, dedicated, fun, creative and enthusiastic leader to fill the position of **Retail & Visitor Experience Manager** at the *Shaw Centre for the Salish Sea*. This will be a full-time (37.5 hours/week) position requiring at least one weekend day. The successful candidate will oversee and manage staff and operations for the Centre's *Salish Sea Store* including inventory, merchandising, sales, as well as admissions and membership sales. They will work closely with the rest of the management team to deliver a superior quality experience for visitors of all ages, while maintaining and building on our reputation as a shopping destination for unique, local, educational and sustainable gifts, toys, jewelry, housewares and books.

The Ideal Candidate

The Retail & Visitor Experience Manager will bring a strong background of effectively managing staff, delivering outstanding customer service, purchasing and merchandising inventory, and will demonstrate a talent for sourcing local and sustainable products that reflect the Centre's mission. Our ideal candidate will have the attributes, qualifications and experience listed below, though we encourage applications from keen individuals who have an equivalent combination of skills and attributes. Black, Indigenous and People of Colour are encouraged to apply.

- Extensive retail and customer service skills, with at least one year of managing a retail operation, including purchasing
- Two years of managing staff, including hiring, training, scheduling and evaluating
- Creative, resourceful, analytical with a vision for growth
- Enthusiastic, team-oriented, reliable, can-do attitude
- Experience with:
 - Managing POS systems
 - Preparing bank deposits
 - Creating appealing displays and refreshing merchandise displays regularly
 - MailChimp, Adobe Creative Cloud, Google apps, membership database
 - Inventory management; sourcing, purchasing, receiving, merchandising
- Excellent communication skills, ability to write newsletter, social media and promotional copy a definite asset
- Experience working with local artists and sourcing Canadian-made products
- A strong environmental ethic and commitment to sourcing sustainable materials

Our ideal candidate is also:

- A dedicated team player who leads by example and is energized by the the Centre's mission

- Compassionate, caring, a customer service superstar
- Excited about strengthening our community through education and sustainable practices
- Passionate about protecting the Salish Sea
- Fun to work with!

Remuneration

The salary for this permanent position ranges from \$39,000 to \$44,000 per annum depending on experience. In addition, the Centre offers extended health and dental benefits after successful completion of three-month probation, three weeks of paid holidays per year, opportunities for professional development, a team of highly engaged colleagues and volunteers, a fun and rewarding workplace, and a spectacular waterfront location in beautiful Sidney-by-the-Sea.

The Organization

The Mission of the Shaw Centre for the Salish Sea is to create experiences that engage people to learn about, explore and conserve the Salish Sea Bioregion – its wildlife, waters, land, culture, and people.

Connecting the public with the Salish Sea Bioregion and its ecosystems through engagement, knowledge and awareness, the Centre offers a fun, interactive and informative experience for locals and visitors from across the Strait and around the world. As the only aquarium in Greater Victoria/Southern Vancouver Island, and Canada's only aquarium and learning centre for the Salish Sea, the Centre is a key attraction and regionally significant destination. The Centre combines live aquarium habitats showcasing 160+ species with marine mammal artifacts, a permanent Coast Salish art collection, local exhibitions, public and school programs and the Salish Sea Store with an emphasis on local & sustainable goods.

Located on the breathtaking Sidney waterfront - on the traditional lands of the WSÁNEĆ Nations of the Coast Salish Indigenous peoples - the *Shaw Centre for the Salish Sea* opened in 2009. A unique non-profit organization, the Centre is sustained by our communities, members and visitors, dedicated volunteers and staff. Revenue is earned through admissions and memberships, as well as program and retail sales. We have significant public support through the Town of Sidney and raise additional funds through grants and community donations.

We consider diversity to be essential, not only to the health and vibrancy of the Salish Sea bioregion, but also to our workplace. At the *Shaw Centre for the Salish Sea* we celebrate the ways in which diverse identities and lived experiences inspire us to stretch our hearts and minds. As an organization and community, we are committed to cultivating an inclusive culture in which all people can find belonging and safety.

How to Apply

Applications *must include a covering letter and CV* in order to be considered. Submit complete applications as a single PDF document via email to: deanna.mathewson@salishseacentre.org by midnight, Wednesday, October 13, 2021. Note that selected candidates may be invited to interview prior to the application deadline.