

# Museum Tearoom and Retail Assistant (Summer Position) 2023

## Cole Harbour Heritage Farm Museum, Cole Harbour, Nova Scotia

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### The Museum

The Cole Harbour Heritage Farm Museum is an original Cole Harbour farm, cultivated continuously for over 200 years. It has operated as a community museum since 1978 and is owned and operated by the Cole Harbour Rural Heritage Society (CHRHS). The museum site is a rural oasis tucked into the middle of a now bustling urban centre, and consists of 12 buildings. Of those, two are historic houses, six are historic barns and outbuildings and the remainder are museum support structures. This "open air" museum also includes gardens, pastureland, pathways and a small wetland and natural reserve. In addition to the heritage buildings, the museum collection consists of approximately 4000 artifacts representing the evolution of agriculture in the area, along with the implements and personal items of the peoples who made Cole Harbour home. A small representation of traditional farm animals is kept on site along with heritage gardens and native species of trees and shrubs, creating our living collection. The site contains a busy tearoom and gift shop within the original farmhouse, as well as a working blacksmith shop, and is a cultural and social hub for the community of Cole Harbour. The Museum operates on a free will donation basis, welcoming over 20,000 visitors per year.

### The Position

The Museum Tearoom and Retail Assistant supports the various retail services of the Farm Museum, including the gift shop and café. Based in the historic Harris House, the museum's main reception area, the Museum Tearoom and Retail Assistant fulfills an essential front-of-house role, serving café and retail needs as well as supporting visitor services and creating a welcoming space.

Reporting to the Museum Director, duties of the Museum Tearoom and Retail Assistant shall include:

- Greet and welcome visitors in the museum reception/gift shop area;
- Assist museum café: delivering orders, clearing tables, preparing coffee/tea and espresso-based drinks, service check-ins, washing dishes, etc.;
- Provide visitor orientation support, promote the museum's resources, inform of special events and/or programs, seasonal areas of interest;
- Maintain reception area, keeping it clean, free of any debris and attractive;
- Maintain museum gift shop; cashing in purchases, keeping displays orderly and neat, replenishing stock, assisting in merchandising ideas;
- Emphasize and promote museum garden through reception display; cutting fresh flowers for reception area, showcasing harvest, etc.;
- Assist with daily opening and closing procedures;
- Other museum duties as required;
- Contribute to the overall success of the summer season.

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Desired qualifications/skills include:

- enrolled in or completed museum studies, tourism, or hospitality degree or certificate program, or other relevant area of study;
- a genuine interest in museums and cultural history;
- excellent customer service and oral communication skills;
- ability to work well with others – tasks are generally collaborative though there is plenty of possibility for individual ideas;
- planning and organizational skills;
- desire for continuous learning – each day brings new questions and challenges;
- experience in customer service role considered an asset;
- experience in retail operations/cash handling is considered an asset.

The Cole Harbour Rural Heritage Society is committed to developing a workforce that is reflective of the diverse communities it serves, and welcomes applications from all eligible African Nova Scotians, racially visible persons, women (applying for non-traditional positions), persons with disabilities, Indigenous persons and persons of the LGBTQ+ community. Rate of pay is \$14.50/hour for a 30 hour work week, including weekends and some special events. **This is a summer and fall term position lasting approximately 23 weeks, until October 15th, 2023.** Applications should consist of a cover letter and resume, and should be submitted as PDF documents. They will be accepted until the position is filled and should be addressed to **Janice Kirkbright, Executive Director, Cole Harbour Heritage Farm Museum, 471 Poplar Drive, Dartmouth, Nova Scotia, B2W 4L2 or emailed to [hello@coleharbourfarmmuseum.ca](mailto:hello@coleharbourfarmmuseum.ca)**. The interview will be conducted by a panel of a minimum 2 persons consisting of Executive Director, Collections Manager, Environment and Programming Manager and/or Board Representative.