



Lake Charlotte Area Heritage Society, 5435 Clam Harbour Road, Lake Charlotte, NS B0J 2L0  
T 902.845.1937 F 902.845.2501 TF 1.877.287.0697 E info@heritagevillage.ca W www.heritagevillage.ca

## Office Administrator – Job Description

### Background

Memory Lane Heritage Village provides a dynamic and inclusive working environment within a non-profit organization that is a leading community museum and tourist attraction. Memory Lane is a living history museum, depicting life in the 1940s in rural coastal Nova Scotia. This was a time of innovation, when rapid changes transformed rural Nova Scotia: electricity, road building, women's work outside the home, and the time-saving inventions of modern living.

Memory Lane is a key anchor tourist attraction along the Eastern Shore, just 50 minutes outside Dartmouth. Every year the Village welcomes more than 13,000 visitors from around the world, and hosts a variety of special events and festivals, including the Cold Waters Seafood Festival, the Father's Day Antique Car Show, the Nova Scotia Forest Festival as well as outdoor theatre productions, concerts and youth camps. In addition to these annual events, the Village also organizes group tours for seniors, school groups, special needs youth and adults, and tour busses.

The Office Administrator is essentially the "command centre" of the Village and is responsible for handling the daily phone inquiries, tour bookings, special event inquiries and other reservations. The Office Administrator works closely with the Heritage Programming Coordinator to support them in preparing for upcoming tours and events. In addition to keeping the office running smoothly, the Office Administrator carries out visitor services, supports senior staff, and is responsible for several financial administration tasks such as deposits and daily sales settlements.

### Specific Skills and Abilities

- works independently within established guidelines
- is outgoing, with strong communication skills
- comfortable with telephoning, including cold calling
- familiar with MS Word, Outlook and Excel
- highly organized, meets deadlines
- will work some weekends
- has point of sale experience
- has a high level of numeracy

## **Duties**

- Answer inquiries, providing information, booking tours, filling out tour forms for distribution.
- Collect and process mail, process memberships, donations and other correspondence
- Process daily sales, prepare deposits and double-check sales records.
- Assist with the gift shop inventory, pricing, cost of goods and retail pricing calculations.
- Help to prepare tour itineraries for packages and tour bookings.
- Call tour operators and confirm reservations with operators and individuals.
- Contact volunteers, update volunteer attributes in database and oversee data entry tasks.

## **General Requirements**

- wear traditional heritage costuming that is authentic to the 1940s (provided). As gender-based period dressing is required during open hours, successful candidates are encouraged to explore options and possibilities with the employer and the costume department.
- be prepared to conceal / remove visible personal fashion that is not historical to the 1940s (tattoos, piercings, etc.)
- become aware of the interpretive elements of the 1940s
- be available to work weekends, with occasional evening hours

## **Terms of Employment**

May 13<sup>th</sup> to August 30<sup>th</sup> for 16 weeks at 37.5 hrs. / week at \$16.77 per hour + 4% vacation pay + free cookhouse lunch. Candidates must be under the age of 30 (proof required) and depending on funding program may be required to be fully enrolled as a student (proof required). The Heritage Society is an equal opportunity employer and welcomes applications from all eligible candidates. The Society is committed to building and supporting a diverse team. All resumes will be reviewed, but only candidates eligible for an interview will be contacted. Work terms are subject to funding provided by government agencies.

Apply by April 15<sup>th</sup>, 2024 with cover letter, resume and two references in PDF format only to:  
Thea Wilson-Hammond, 5435 Clam Harbour Rd, Lake Charlotte, NS B0J 2L0 email:  
jobs@visitmemorylane.ca