



VOLUNTEER EXPLORE STORE ATTENDANT

The London Children's Museum is seeking **responsible, kind, and detail oriented** volunteers to join our team as Explore Store Attendants. These volunteers play a key role in creating a welcoming and positive shopping experience for guests in the museum gift shop. Volunteers in this position develop retail and customer service skills while supporting the mission and values of the London Children's Museum. Our new team members will identify with and exemplify our organizational values: **Listen Closely, Stay Curious, Be Awesome, Be Helpful, Dream Big, Include Everyone, and Have Fun.**

Position(s): 4-40 hours per week. Shifts may include daytime, weekend, evening, and holidays, based on availability.

Key Responsibilities

- Greet and engage with all guests entering the Explore Store, creating a warm and welcoming space
- Operate the Point of Sale (POS) system with accuracy and attention to detail
- Process cash, credit, and debit transactions securely and efficiently
- Access member discounts using the integrated CRM system
- Inform guests about member discounts and other museum programs and services
- Provide excellent customer service
- Help with loss prevention by remaining attentive, visible, and actively engaging with visitors
- Maintain a clean, organized, and well-stocked retail environment
- Report any technical or transaction issues to a supervisor promptly
- Be a proactive and collaborative member of the London Children's Museum team

Skills

- Excellent customer service and communication skills
- Experience with cash handling, POS systems, or retail transactions (preferred)
- Ability to learn new systems and follow detailed procedures
- Attention to detail and problem-solving skills
- Ability to rely on team members and seek assistance when needed

Position Requirements

- Minimum 16 years of age; if over 18 years of age, a valid Criminal Record and Judicial Matters Check (police check) must be submitted

To Apply

Please complete the volunteer application available at londonchildrensmuseum.ca/volunteer. Select applicants will be asked to attend a virtual interview. Questions about the selection, interview, and onboarding process can be directed to volunteer@londonchildrensmuseum.ca.

The London Children's Museum is committed to creating inclusive employment practices and work environments that celebrate the dignity and uniqueness of every individual. Every effort is made to reduce accessibility barriers during the candidate recruitment and selection process. Accommodations are available during every step of the onboarding process.