

MUSÉE BYTOWN MUSEUM

Ottawa Ontario

Position: Visitor Service Officer

The BYTOWN MUSEUM is looking creative and energetic Visitor Service Officers, passionate about history and culture with the intent to implement site specific visitor centered experiences to showcase our stories, heritage, culture and values. The role as Visitor Services Officer will assist in our historical interpretation and visitor engagement components within the daily interactions to create the museum as a historical hot spot! This position is an integral part of a professional and enthusiastic team, who strive to provide excellent visitor care to all while supporting the museum's programming and operations throughout this monumental year as Canadians from coast to coast, visitors alike will come together to celebrate Canada's Confederation, our past, present and ignite our future. Coinciding with our country's 150th birthday, the BYTOWN will mark its Centennial Anniversary of opening its doors as Ottawa's oldest community museum

Essential qualifications:

- Passion for working with the public. Outgoing personality and previous customer service experience
- Proven ability to communicate effectively with your colleagues and the public
- General knowledge and interest in the history of Bytown, Ottawa, the Rideau Canal and Canadian
- Demonstrated ability to work as a team, assume initiative and work independently
- Fluently bilingual in French and English
- Able to lift and carry up to 40 lbs. Able to climb stairs as there is no elevator access beyond the 2nd floors.

Specific Duties and Responsibilities:

- Provide exceptional customer care as a part of daily operations including: welcoming and orientating guests to products and services within and outside of museum, working within the Cafe & Boutique, opening and closing the Museum, maintaining cleanliness of galleries, facilities and public spaces
- Deliver of educational and public programming, guided tours in formal and informal settings and assist with special events

- Enrich the experience of visitors through general interaction and interpretation of the museum and site; providing local tourism information in both official languages
- Visitor Service Officers will be expected to be available weekends, holidays and some evenings

Desirable skills:

- Knowledge of current museum practices as they relate to programming and visitor engagement
- Previous experience giving tours to a range of audiences
- Previous experience in the retail and hospitality industry
- Knowledge of language other than English and French

The Visitor Services Officer position will begin September 5 to December 22, 2017 with a max of 30 hours/week. Rate of Pay: \$12.50/hour

Interviews will be conducted in English with French components.

Apply Now: Send your cover letter and resume, no later than 4 pm on Friday August 25, 2017 to:

E-mail: hr@bytownmuseum.ca Fax: (613) 234-4846

Mail: BYTOWN MUSEUM, P.O. Box 523, Station B; Ottawa, Ontario, K1P 5P6

No telephone enquiries please.

While we thank all applicants for showing interest in the MUSÉE BYTOWN MUSEUM, only those candidates meeting the criteria outlined will be contacted as part of the short listing process. The MUSÉE BYTOWN MUSEUM is an equal opportunity employer.