



Position: Visitor Services Lead Position (2021 Summer)

Reports to: All senior staff

Overall responsibility: coordination of visitor services under the guidance of the Museum Supervisor and the Curator. Coordinate the delivery of a successful season of themed museum programs and activities and provide excellent visitor services. Lead COVID-19 protocols and management of daily occupancy and visitor safety.

Visitor Services:

- Assist with management of Visitor Services
- Coordinate and manage visitor bookings and support the Museum Guides
- Assist with enhancing the Visitor Experience and delivering guided tours and activities for individuals and groups.
- Assist with implementing COVID-19 protocols and managing daily occupancy.
- Assist with creation of exploratory activities for children
- Other duties as required including day to day operations and opening and closing duties.
- Lead online visitor services and assist the museum in improving the online visitor experience.

Program Coordination

- Assist with coordinating resources for museum programs and activities to ensure delivery
- Assist with coordination of staff and volunteers as required for successful delivery of programs and activities.
- Assist with evaluation of visitor services, museum programs, activities, and continual improvement.
- Assist with creation of museum educational content could include virtual exhibits, videos, and slideshows.

Promotion Coordination

- Assist with promotion including signs, posters, press releases, blogs, social media campaigns and newsletters.
- Assist with distribution of promotional materials.

Educational Resources:

- Assist with development of additional educational resources for use by schools, day care groups, families, and groups. Physical and online.
- Assist with the creation of activities online to connect community to Canadian history locally and across Canada and assist with coordination of translation services of some of the activities into French.

Consults with: All Staff

Term of employment: Seasonal Full-Time, \$17.00/hr., (25 weeks, 800 hours) June 2, 2021 – Nov 24, 2021 / 32 hrs. per week (may include weekends)



The successful applicant will possess the following skills and abilities

- Previous experience with providing visitor or customer service
- High school and/or post-secondary education with interest in history, museum studies, education, visual arts, marketing, or tourism
- an understanding of museums and their role in a community
- experience working with public (children, families, adults)
- excellent communication skills; verbal and written
- reliable and professional work standards
- outstanding customer service skills
- works cooperatively with others
- knowledge of learning styles, reading levels and abilities
- proficient with MS Office; especially Word, PowerPoint, and Excel
- Physical requirements include working outside, lifting, moving, or carrying objects of various weight and dimension, climbing stairs, using a step ladder, standing for long periods, walking on uneven surfaces, and desk work.

Resumes will be accepted until **Wednesday, May 19, 2021**. We thank all applicants for their interest; however, only individuals short-listed for interviews will be contacted. Please forward resumes with cover letters to: **Personnel Committee**. Contact Us through our website at www.pembertonmuseum.org or by phone 604-894-5504.