



MUSEUM OPERATIONS SUPERVISOR - 2026 (Full-time/Seasonal)

The Pemberton Museum staff team is made up of a dynamic group of individuals dedicated to sharing the history of Pemberton with our community and the world.

Reports to: The Curator

The Pemberton & District Museum team is a small, passionate group of individuals dedicated to sharing the history of the Pemberton Valley with our community and visitors from around the world.

Terms of Employment: Seasonal Full-Time, \$23-\$26/hour depending on relevant experience

Schedule: Tuesdays to Saturdays, May 1 to October 31, 2025

Some evenings and schedule flexibility required.

Overall Responsibility:

Under the guidance and supervision of the Curator, the Operations Supervisor will provide leadership in daily museum operations, support museum programs and events, and enhance visitor services and outreach. The role includes supervising Guest Services staff and supporting administrative, promotional, and interpretive activities that ensure a successful and meaningful visitor experience.

The ideal candidate is curious, creative, outgoing, eager to learn, and excited to share stories with others. A passion for local history, community connection, and the educational role of cultural institutions is essential.

Key Responsibilities

Leadership

- Support the training, orientation, and supervision of seasonal staff
- Provide coaching and feedback to enhance visitor service and team growth
- Share knowledge of local history and encourage return visits
- Lead and continually develop the museum's visitor experience

Visitor Services

- Assist with developing guided and self-guided tour experiences
- Enhance on-site signage and orientation to deepen visitor engagement

Programming & Events

- Assist with planning and executing museum programs and special events
- Support coordination of staff and volunteers
- Coordinate group bookings (schools, tour groups, etc.)



- Develop engaging on-site and online activities to connect audiences to Pemberton's rich history
- Support inclusive storytelling and diverse perspectives in program development

Promotions & Communications

- Support and manage museum communication platforms (website, blog, email, social media)
- Promote museum programs and events through partnerships and online outreach
- Create promotional content such as posters, signs, newsletters, press releases, and blog posts
- Respond to public messages and comments through digital platforms
- Train staff on communication tools and procedures
- Support documentation of communication and promotional procedures

Operations & Administration

- Conduct daily and weekly inspections of the museum site
 - Assist with visitor services supervision
 - Support cash handling, monthly expense tracking, and invoice processing
 - Manage museum membership records and mailing lists
 - Assist with staff and volunteer scheduling and timekeeping
 - Support inventory and supply management
 - Assist with collection management tasks (e.g., intake, reproduction handling, research requests)
-

Essential Skills & Attributes

- Resourceful, creative, and community-minded
 - Reliable with a strong work ethic and attention to detail
 - Able to lead people and manage small teams
 - Experience with project or event coordination
 - Outstanding visitor service and communication skills
 - Works cooperatively with others in a team environment
 - Strong writing and professional verbal communication
 - Proficient with MS Office (especially Word and Excel)
 - Comfortable using website, photo, and video content tools
-

Assets / Preferred Qualifications

- Prior supervisory or museum experience
- Strong presentation and visual design skills
- Experience with social media management and content creation



- Experience working with children, families, and diverse audiences
 - Comfort working in a heritage setting
 - Commitment to respectful collaboration with Indigenous communities and other cultural partners
-

Physical Requirements

This role involves a combination of desk work and physical tasks. Requirements may include lifting and moving objects, standing for long periods, walking on uneven surfaces, climbing stairs or ladders, and working outdoors. We are happy to discuss accommodations to support diverse needs.

Has a Growth Mindset

A growth mindset is the belief that intelligence and abilities can be developed through effort, learning, and persistence. Learners with a growth mindset view challenges and setbacks not as failures, but as opportunities to grow. In the face of difficulty, they're more likely to think constructively (e.g., "Maybe I need a new strategy"), feel motivated rather than discouraged, and demonstrate resilience by sticking with the task until they improve.

Museum management works to foster a growth mindset by encouraging students and staff to embrace each challenge as a chance to learn and grow. We provide supportive feedback, celebrate incremental progress, and highlight the value of experimentation, reflection, and collaboration. By creating an environment where questions are welcomed, mistakes are viewed as learning tools, and achievements are recognized, we help everyone on the team develop resilience, adaptability, and a deeper sense of curiosity.

A love of history and building community is a huge asset!

How to Apply

Resumes will be accepted until May 31, 2026. We thank all applicants for their interest; however, only individuals short-listed for interviews will be contacted.

Please send your resume and cover letter to:

Personnel Committee

info@pembertonmuseum.org