



JIIMAAN KINOMAAGEWIN
THE CANADIAN CANOE MUSEUM
LE MUSÉE CANADIEN DU CANOT

Programs Registrar

The Canadian Canoe Museum, Peterborough, ON

The Opportunity

The Canadian Canoe Museum seeks a Programs Registrar to support event bookings, group visits, educational and public programs, coordinate logistics, and communicate with participants.

Status: 37.5 hours per week, with weekend and evening work occasionally required.

Compensation range: \$40,000-\$45,000 annually, commensurate with experience

Closing Date: Wednesday, August 7th, 2024, at 5:00 PM

Start Date: Immediately

What you will do

The Programs Registrar plays a vital role in the Canadian Canoe Museum's experiences, serving as the primary point of contact for all Public Programs, Education and Facility Rental registrations. They are responsible for all pre- and post-registration communications and data management related to participants in school, family and public programs requiring pre-registration. As part of the dynamic Programs team, the Programs Registrar provides ongoing support for materials and program preparation and implementation as required.

Your responsibilities will encompass a wide range of tasks, including:

Program Registration and Visitor Services (85%)

- Provide timely, well-informed, and friendly phone, email, and in-person communication related to all booking inquiries to facility rental clients, teachers, parents, tour groups, and program participants from first point-of-contact through to post-visit communications
- Maintain accurate database, calendar, itineraries, and schedule for all registered programs
- Gather and report on visitor feedback in a timely way to bring program needs, and booking challenges to the Programs team to be addressed
- Create & provide participant lists/info & emergency information to program lead staff
- Manage school and youth photo permissions
- Gather and provide registration data to the Programs team

Program Support (15%)

- Prep and maintain materials and supplies, event equipment.
- Create printed program materials (e.g. worksheets, maps) as requested by the Programs Manager
- Purchase and arrange delivery/pick up of program materials as required
- Support program and event staff as needed, e.g. room setup, program transitions, canoe and gear transport, etc
- Support group visits upon arrival as required



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What you bring

You are known for your outstanding organizational skills and keen attention to detail. Your proactive approach is evident in your ability to coordinate multiple projects, deadlines, and priorities effectively. You have a knack for ensuring that everyone who reaches out to the Museum is offered the best experience and feels welcomed into our community every step of the way.

Valued skills:

- Demonstrated success in providing exceptional visitor or customer service in person, on the phone, and online
- Proven experience in registration, bookings, and program support in a non-profit, arts, education, or museum setting
- Familiarity, or active interest in learning, the Ontario curriculum and teachers' field trip requirements
- Keen interest in carrying out "behind-the-scenes" administrative work that sustains our organization
- Proven experience with accurate database management
- Familiarity with Sumac and Shopify an asset
- Able to work well in a busy office environment, as well as demonstrated ability to work to high standards independently
- Proficiency with Microsoft Office and Google Suite applications required, (Outlook, Word, Excel, PowerPoint, Google Forms, Google Drive), with Adobe Creative Suite an asset
- Excellent communication and organizational skills.
- Bilingualism an asset
- Post-secondary degree or diploma in a related discipline preferred

Here's why you should work for us!

Join a dynamic team of dedicated and passionate people who are bringing the world class collection of canoes and kayaks to life in a brand-new facility that offers visitors engaging experiences both on the water and in the museum. Enjoy flexible hours and a hybrid work model.

We value diversity and adhere to equitable recruitment practices, free from discrimination. The Canadian Canoe Museum is an equal-opportunity employer committed to fostering a respectful, harassment-free work environment. We comply with the Accessibility for Ontarians with Disabilities Act and the Human Rights Code.

Join us in inspiring curiosity, connection, and new understanding and bringing Canadians closer to the land and to each other!

How to apply

If you would like to be part of our team, please email a cover letter and your confidential resume to Programs Manager, Peter Vooy, hr@canoemuseum.ca, no later than 5:00 p.m. on Wednesday, August 7th, 2024. If you need accommodation, please reach out to us.

We thank all applicants for their interest. Please be advised that only those selected for interviews will be contacted.