

Visitor Services Associate

The Canadian Canoe Museum, Peterborough, ON

The Opportunity

The Canadian Canoe Museum seeks Visitor Services Associates to support frontline operations.

Hours: 30-37.5 hours per week, typically Monday to Friday, but occasional Saturday and Saturday holidays may be scheduled.

Compensation range: \$17.55/hour

Closing Date: Friday September 13th, 2024

Start Date: Immediately

What you will do

The Visitor Services Associate positions are the first point of contact for visitors to the Canadian Canoe Museum. They will orient visitors to the museum and outdoor campus, sell admissions and process transactions, greet large groups of visitors, and support customers in our Gift Store while providing exceptional customer service.

The Museum is open 7 days a week and on statutory holidays, and we are looking for 2 Visitor Services Associates to support these responsibilities.

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

- Performing all the Museum's visitor services operations, including giving museum orientations, payment processing, fielding phone calls, and providing general tourism information. This also includes informing guests of special daily features, upcoming tours or events, canoe and kayak rentals, and outdoor and on-the-water opportunities.
- Working in the Museum's Gift Store, processing transactions, facilitating purchases, helping customers, restocking shelves, and performing back-of-house duties such as pricing, organizing and receiving new stock.
- Prioritizing visitor experience and providing exceptional customer service.
- Adhering to a staffing schedule that will meet the needs of the organization.
- Working within a team and with staff and volunteers to foster a positive attitude and positive and inclusive work atmosphere.
- Completing a variety of administrative tasks as needed including visitor tracking, data entry and entering purchase orders.
- Maintaining a clean and organized work area.

What you bring

You are known for your outstanding interpersonal skills and friendly demeanor. Your proactive approach is evident in your ability to strike up a conversation and relate to people on a personal level. You have a knack for ensuring that everyone who visits the Museum is offered a customized 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 a non-profit, arts, retail or museum setting.
- Having a working knowledge of this country's history and an appreciation of its cultural diversity.
- Proficiency using an iPad and familiarity with Shopify is an asset.
- Able to work well in a busy environment, as well as demonstrated ability to work to high standards independently.
- Excellent communication and organizational skills.

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.

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 people 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 Associate Curator, Beth Stanley, hr@canoemuseum.ca, no later than 5:00 p.m. on Friday September 13th, 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.