



## JOB VACANCY

### Guest Services Interpreter

#### Organization Summary

The Children's Museum exists to spark kids' creative learning. As a non-profit charitable organization, we believe in the potential of all children and provide an interactive learning environment that nurtures the power of imagination and spirit of self-discovery.

#### Position Summary

The Guest Services Interpreter is responsible for providing exemplary customer service to all museum visitors and guests. They will focus on museum security, maintenance, cleaning, rental programs, admissions, and gift shop. They will provide support to other guest services staff as well as leadership to a team of volunteers. The Guest Services Interpreter will also work in cooperation with other museum staff to ensure that all museum guests and visitors have a positive experience.

**Department:** Visitor Experience (Guest Services)  
**Reports To:** Museum Services Manager  
**Hours:** 7 – 35 hours weekly (day, evening, and weekend availability required)  
**Wage:** \$14.40 – \$15.40 per hour

#### Responsibilities

	<b>Time</b>
• Ensuring the safety and security of all museum guests, visitors, staff, and volunteers, and museum components and property	25%
• Maintaining operational standards in the museum and galleries	25%
• Providing customer service and assistance to all guests and visitors	25%
• Implementing all procedures in regard to the museum's rental programs and ensuring that all renters are welcomed and accommodated as well as possible throughout their experience	10%
• Providing supervision and leadership to museum staff and volunteers	10%
• Other duties as assigned	5%

#### Education

- Completion of High School

#### Experience

- Experience in a customer service role
- Experience working with children and families

### **Skills Required**

- Ability to effectively communicate in an enthusiastic and engaging manner with children and adults in a non-traditional educational environment
- Leadership skills
- Strong numeracy skills
- Strong problem-solving skills
- Ability to work in a fast-paced environment
- Ability to stand for extended periods of time
- Must be able to lift at least 50 lbs.
- Must be able to clear snow with a shovel and/or snowblower as necessary during the winter months
- Cultural awareness and sensitivity to working with staff, volunteers, and other stakeholders with a wide variety of needs

### **Skills Desired**

- Ability to work in both official languages an asset

### **Conditions Of Employment**

- Acceptable results on a Police Vulnerable Sector Check (PVSC) and Child Abuse Registry Check

### **To Apply**

- Forward resume and cover letter outlining suitability for this position to Kristen McCowan, Museum Services Manager, at [kmccowan@childrensmuseum.com](mailto:kmccowan@childrensmuseum.com).
- The Children's Museum is committed to fostering a working environment that supports diversity, equity and inclusion; and welcomes applications from all, especially those from under-represented groups. If you require accommodation when applying, please contact [kmccowan@childrensmuseum.com](mailto:kmccowan@childrensmuseum.com).

### **Deadline**

- Monday, September 18, 2023 at 4:30PM

*Interviews may be conducted as suitable applications are received.*