



JOB VACANCY

Museum Services Manager

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

As a member of the Visitor Experience team, the Museum Services Manager is responsible for supporting visitor experience as the head of safety and security, facility maintenance and cleaning, and customer service at the museum. The Museum Services Manager will oversee the Guest Service Interpreters, Gallery Attendants, Admissions Attendants, Visitor Experience Coordinators, and the Museum Technician.

Department: Visitor Experience
Reports To: Director of Education & Exhibits
Hours: Full time, 35 hours/week salaried position, Tuesday-Saturday
Occasional overtime and/or evening work as required
Salary & Benefits: \$30,000 - \$40,000 annually
Eligible for Employee Benefits Program including RRSP matching

Responsibilities

| | Time |
|---|-------------|
| • Developing, delivering, and monitoring policies and procedures relating to safety and security, facility maintenance and cleaning, and customer service | 50% |
| • Overseeing the Guest Service Interpreters, Gallery Attendants, Admissions Attendants, Visitor Experience Coordinators and Museum Technician | 35% |
| • Leadership in delivery of exemplary customer service | 10% |
| • Other duties as assigned | 5% |

Education

- Post-secondary education, training, or experience in Hospitality and Tourism Management, Recreation Management, Business Administration, or related field

Experience

- Minimum two years of experience in a supervisory role
- Minimum two years of experience with cash registers and/or POS systems
- Experience delivering exceptional customer service
- 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
- Well-developed organizational skills and strategies
- 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.
- 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

To Apply

- Forward resume and cover letter outlining suitability for this position to Allie Alsop, Director of Education & Exhibits, at aalsop@childrensmuseum.com
- Applicant must demonstrate acceptable results on a Police Information/Vulnerable Sector Check and a Child Abuse Registry Check. Checks must be received in advance of start date.

Deadline

- Friday, August 2, 2019 at 4:30PM
- Interviews may be conducted as suitable applications are received