



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 oversees the Guest Service Interpreters, Gallery Attendants, Admissions Attendants, and the Museum Technician. The Museum Services Manager works in cooperation with other museum staff to ensure all museum guests and visitors have a positive experience.

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

Responsibilities

	Time
• Developing, delivering, and monitoring policies and procedures relating to safety and security, facility maintenance and cleaning, and customer service	45%
• Supervising the Guest Service Interpreters, Gallery Attendants, Admissions Attendants, Museum Technician, and assigned volunteers	35%
• Leadership in delivery of exemplary customer service	10%
• Participation in annual budgeting and strategic and organizational planning	5%
• 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
- A positive attitude and willingness to continue to learn and grow existing skills

Skills Desired

- Ability to work in both official languages an asset

Conditions Of Employment

- Acceptable results on a Police Information/Vulnerable Sector Check and Child Abuse Registry Check
- Proof of COVID-19 Immunization
- Use of provided face mask

To Apply

- Forward resume and cover letter outlining suitability for this position to Andrea Brickwood, Director of Education & Exhibits, at abrickwood@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 abrickwood@childrensmuseum.com

Deadline

- Friday, October 7, 2022