



JOB VACANCY

Lead Guest Services Interpreter

Up to two positions

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 Lead Guest Services Interpreter is responsible for ensuring exemplary customer service is provided to all museum visitors and guests. The Lead Guest Services Interpreter will support the Guest Services Interpreter, Gallery Attendant, and Admissions Attendant teams by providing training and leadership focused on customer service, safety & security, maintenance, cleaning, and rental programs. They will be responsible for supporting volunteers, as well as acting as Manager on Duty. The Lead Guest Services Interpreter will work in cooperation with other museum staff to ensure that all museum guests and visitors have a positive experience.

Department: Visitor Experience

Reports To: Museum Services Manager

Hours: 14-25+ hours weekly (Days, evenings, and weekends. Sunday and Monday availability is required.)

Wage: \$16.05-\$17.05 per hour

Responsibilities

	Time
• Providing training, support, and leadership to Guest Services Interpreters, Gallery Attendants, Admissions Attendants, and applicable volunteers	35%
• Providing excellent customer service and ensuring the safety and security of all museum guests, visitors, staff, and volunteers, and museum components and property	30%
• Maintaining operational standards in the museum and galleries	20%
• Implementing all procedures regarding the museum's rental programs and ensuring that all clients are welcomed and accommodated as much as possible throughout their experience	10%
• Other duties as assigned	5%

Education

- Completion of High School
- Post-secondary education or courses that include customer service, hospitality, recreation and Education are considered an asset.

Experience

- Experience in a customer service role
- Experience with cash handling and POS systems
- Experience in a leadership role
- Experience training staff
- 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
- Ability to foster a positive team 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
- 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 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.
- 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.

Deadline

Monday, February 26, 2024 at 4:30PM

Interviews may be conducted as suitable applications are received.