



Job Posting: Programming Coordinator

Location: Ottawa, ON

Reports to: Revenue and Operations Manager

Employment Status: Full Time, temporary (26 weeks with possibility of extension); anticipated start date April 2023

Employment Conditions: 35 hours per week; 5 consecutive days. Must be available one day per weekend (Saturday or Sunday), occasional evenings.

Compensation: \$18/hour

Position Summary: The MUSÉE BYTOWN MUSEUM is a vibrant and progressive community museum in the heart of downtown Ottawa, Ontario - the capital of Canada. It is a registered charity, not-for-profit organization. The Museum is seeking an enthusiastic and community-focused **Programming Coordinator** to support the museum's life-long learning and community engagement pillar. The Programming Coordinator will work directly with staff and partner organizations to develop, coordinate, and deliver engaging and accessible tours, programming, and events for all ages.

Responsibilities:

- Support Learning and Community Engagement through public programming, events, and tours;
 - Develop hands-on, experiential, and inquiry-based programming to spark curiosity, encouraging critical thought, and promote self-directed learning.
 - Create seasonal programming, including but not limited to Holiday Season programming, Winterlude, May Long Weekend, Doors Open Ottawa, July 1st, Let Us Entertain You, Labour Day, Cultural Days
 - Coordinate family and summer programming such as Let Us Entertain You (summer music program), including but not limited to contacting and arranging for performances and lectures and activities
 - Deliver engaging and informative tours such as Discover Ottawa's History, Architectural Tour, Lock Talks, and the CLICK! Program in partnership with the Department of Canadian Heritage
 - Renew program format for community focused speaker series
 - Build creative and evidence-based proposal for new children/youth summer camp
 - Assist with programming content for social media and website messaging, including but not limited to Facebook, Twitter and Instagram accounts and the website
 - Train and advise summer students, staff, and /or volunteers on tours, programs, events, and seasonal activities

- Coordinate tour inquiries, reservations, and bookings;
 - Provide information, scheduling, and planning support for group/school tours
 - Coordinate staffing with Operations Department
 - Establish contact list for school and large group bookings



- Expand visitor insight through audience research and evaluation through modern methods;
 - Distribute online surveys in pre and post evaluation
 - Monitor trends and highlight audience feedback
- Provide exceptional on-site visitor experience and support to Visitor Engagement Officers;
 - Comprehensive understanding of POS system and of front desk/reception area duties
 - Shared responsibility as Floor Keyleader (with other staff members) to open and close Museum
 - Shared responsibility to complete daily cash counts
- Other duties as required and assigned
- Adhere to the MUSÉE BYTOWN MUSEUM policies, procedures, guidelines and standards

Requirements:

- Must be eligible for [Young Canada Works at Building Careers in Heritage](#) (graduates)
- Minimum two years completed of formal College or University training in Museum Studies, History, Public History, Education or relevant equivalent
- Minimum of one (1) year relevant expiring working in a museum, heritage site, customer service, educational, or other visitor-facing organization
- Fluently bilingual in French and English
- Creative, energetic, interest in history and passionate about working with the public
- Demonstrated ability to lead, coordinate, and supervise staff
- Excellent communication skills; familiarity with office communication platforms an asset
- Strong organizational and time management skills
- Have exceptional interpersonal skills and the ability to work in a collaborative, team-based environment while maintaining accountability for specific deliverables

Application instructions:

Please apply with a resume and covering letter with the subject line “[Your Name] – Programming Coordinator” to applications@bytownmuseum.ca by Sunday, March 26, 2023 at 11:59pm EST.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

The MUSÉE BYTOWN MUSEUM is an equal opportunity employer.