



Job Posting: Visitor Engagement Officer

Location: Ottawa, ON

Reports to: Visitor and Community Engagement Manager

Employment Status: On call, Casual

Employment Conditions: Weekdays, weekends, and occasional evenings

Compensation: \$16.55 per hour in bi-weekly installments

The purpose of this job posting is to create an active bank of on-call candidates.

Position Summary: The Bytown Museum is a vibrant and progressive community museum in the heart of Ottawa, Ontario - the capital of Canada. It is a registered charity, not for-profit organization. The Museum is looking for a friendly and energetic **Visitor Engagement Officer** from January to May. We are looking for a pro-active team member with an intuitive and enthusiastic approach and a passion for exceptional customer care in support of the museum's expansion of programming and services as Ottawa's oldest community museum.

Responsibilities:

- Provide a helpful and knowledgeable first point of contact both in person and over the phone, responding to a wide variety of queries and requests.
- Assist with the overseeing of opening and closing of the museum, daily operations of Boutique & Café, Reception and Admissions taking cash and card payments. End of day cash out and reporting as required.
- Ensure cleanliness of working area, galleries, facilities, and public spaces to improve visitor satisfaction and decrease health and safety risk.
- Presentation and delivery of thematic tours and short talks
- Set up, facilitation and take down of annual programming and special events.
- Enrich the experience of visitors. Ensure knowledge of the Bytown Museum is up to date and transferred through general interaction and interpretation of the exhibitions, collection, and site.
- Other duties as assigned.

Requirements:

- Minimum of one year completed post-secondary education in Museum Studies, History, Education, Marketing, Event Management, Theatre or suitable equivalent.
- Enthusiasm and experience working with the public and providing an excellent visitor experience in a busy customer focused environment. Ability to relate to many different/diverse people.
- Excellent communication skills and command of both French and English is mandatory.

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- Interest and enthusiasm in the history of Bytown, Ottawa and the Rideau Canal. Knowledge of Canadian History.
- Ability to work as a team player with strong interpersonal skills, willingness to assume initiative and work independently.
- Able to lift and carry up to 40 lbs. Able to climb stairs as there is no elevator access beyond the 2nd floors.

Assets:

- Experience giving guided tours and family programs to a range of audiences.
- Experience working in sales, with a Point-of-Sale system.
- Knowledge of language other than English and French.

The on-call, casual position as a Visitor Engagement Officer will include weekdays, weekend shifts, with the potential of some evenings. Full-time extension into the summer season of 2024 may be possible.

Application instructions:

Please apply with a resume and covering letter with the subject line “[Your Name] – Visitor Engagement Officer – On Call” to applications@bytownmuseum.ca.

No telephone enquiries please.

While we thank all candidates for showing interest, only those candidates selected for interviews will be contacted.

The Bytown Museum is committed to dismantling systemic barriers to employment for marginalised groups, creating an equitable hiring process, and building an inclusive workplace for all, regardless of race, ethnicity, colour, religion, sex, disability, gender identity and expression, sexual orientation, or socio-economic background. Please reach out to applications@bytownmuseum.ca with any accommodation or support needs during the recruitment process.