



## **Job Description**

**Job Title:** Visitor Engagement Officer

**Rate of Pay:** \$16.55/hour

**Work Term:** April 29 to August 31, 2024

The Bytown Museum is currently looking for a team of friendly and energetic Visitor Engagement Officers for the 2024 summer season. The Visitor Engagement Officer (VEO) position plays an important part in creating a welcoming and memorable experience for our patrons. We are looking for proactive team players with an enthusiastic approach to visitor service a passion for history to support our programming at Ottawa's oldest community museum.

Located in the heart of downtown Ottawa, next to the Rideau Canal UNESCO World Heritage Site, the BYTOWN MUSEUM helps the local community and visitors from around the world discover and explore the stories of an evolving city and its residents, from its first Indigenous inhabitants, through the European colonial settlement of Bytown, to its present status as Canada's capital city. Its mandate is to collect, preserve, study, and make accessible the material and cultural heritage of the Ottawa region's rich and multicultural history. Visitor Engagements Officers are central to providing quality service and informative interpretation for visitors so that they may further their learning and develop pride and appreciation for the heritage of the region.

### **General Duties:**

- Provide helpful and knowledgeable visitor service both in person and over the phone, responding to a wide variety of visitor queries and requests.
- Assist in daily operational duties at the Museum, including opening and closing, processing payments at the Boutique, Café, and Admissions desk, and performing other operational duties such as cleaning and light maintenance.
- Interpret the history and themes of the BYTOWN MUSEUM through informal discussions with visitors, school and group programs, and public guided tours.
- Gather visitor data through the administration of visitor and teacher evaluation surveys.
- Support and animate special events at the Museum, including preparing spaces for events, animating event programming, and maintaining spaces between events.
- Work on a major project to aid the museum in furthering its mission and mandate.
- Work on other visitor experience tasks as required.

### **Requirements:**

- Minimum of one year completed post-secondary education in Museum Studies, History, Education, Marketing, Event Management, Theatre, or suitable equivalent.
- Experience working or volunteering with the public.

- Excellent communication and presentation skills.
- Command of both French and English is mandatory.
- Enthusiasm for engaging with visitors, presenting information to groups of various backgrounds and sizes.
- Able to work on a team, with strong interpersonal skills.
- Strong sense of initiative and ability to work independently.
- Flexible availability, including evenings and weekends.
- Able to lift and carry up to 40 lbs, climb stairs, stand for extended periods, and perform work duties in indoor and outdoor environments.

Assets:

- Knowledge of current museum practices as they relate to programming and interpretation
- Experience working in customer service, hospitality, or childcare
- Sales or other cash processing experience
- A broad general knowledge of Ottawa and region, with an interest in local history
- Experience giving guided tours or educational programming
- Knowledge of a language other than English and French

The Visitor Engagement Officer position is a full-time term position from April 29 to August 31, 2024. This position will be 35 hours per week and will include weekend and evening shifts. Part-time extension into the autumn/winter season of 2024 may be possible.

Interviews will be conducted in both official languages.

Candidates must meet Young Canada Works (CMA, HCNT, CCO) eligibility requirements.

Eligible if:

- Between 16 and 30 years of age at start of employment
- Eligible to work in Canada
- Willing to commit to the full duration of the work assignment
- Registered as a full-time student (as defined by your educational institution) with the intent to return to school in the fall.

Resume and a cover letter to be received no later than 11:59 pm on March 17, 2024, to [applications@bytownmuseum.ca](mailto:applications@bytownmuseum.ca). No telephone enquiries please.

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](mailto:applications@bytownmuseum.ca) with any accommodation or support needs during the recruitment process.

While we thank all candidates for showing interest in the Bytown Museum only those candidates selected for interviews will be contacted.