

Job Posting

Position Title: **Museum Guide**
Deadline: Monday April 8, 2019
Location: Ottawa, ON (Carp)
Salary: \$14.50/hour
Hours: Summer student; hourly full-time with up to 37.5 hours/week, including evenings, weekends and holidays. This position begins on May 6, 2019.

The Diefenbunker, Canada's Cold War Museum, is a not-for-profit, community museum in rural Ottawa. Originally built to house key members of Canada's government and, military in the event of a nuclear attack on Ottawa, the Diefenbunker has been a museum since 1998.

POSITION SUMMARY

Built as a nuclear fallout shelter, the Diefenbunker has its own twist on a traditional museum. As a national historic site, and operating as a Cold War Museum the Diefenbunker's mandate is to increase, throughout Canada and the world, interest in and a critical understanding of the Cold War, by preserving one of Canada's best kept secrets for future generations.

As a Museum Guide you provide high-quality customer service to visitors at the Diefenbunker. You will be challenged and motivated to work in a collaborative environment where past and present nuclear tensions are relevant by ensuring the preservation and conservation of the bunker for history and public safety.

Under the supervision of the Operations Manager, you will contribute to the mandate of the museum by offering public and educational activities for visitors, such as guided tours, school visits and children's programming. In addition to this, you will participate in the development of and delivery of all museum programmes and activities, and answer various questions on the museum, such as its function, activities, mandate, and vision.

PRINCIPLE DUTIES & RESPONSIBILITIES

- Greet and orient visitors at the front desk, answer questions about all aspects of the museum and gather visitor data;
- Handle cash and sell admission tickets, memberships and store items;
- Interpret history and the themes of the museum through dialogue with visitors;
- Facilitate guided tours, programs, and activities;
- Ensure the safety of visitors and staff, and security of the museum while acting as Fire Warden for designated areas;
- Provide assistance for special events, rentals, outreach programs and promotional events, on and off-site;
- Assist in ensuring the museum is presentable by cleaning and other light maintenance;
- Work on various visitor services and/or special projects as required;
- Foster a collaborative work environment in which employees feel supported, trusted and respected while ensuring to communicate and demonstrate the Museum's messages, policies, and values in a professional and respectful manner.

QUALIFICATIONS

The ideal person should have the following qualifications:

Key Requirements

- Current college or university student in a related field (museology, history, communications, education, or comparable studies);
- Certification in First Aid/CPR C;
- Police Records Check;
- Excellent communication and presentation skills;
- Adaptability, innovation, as well as proven ability to work in a teamwork environment;
- Experience working with children, youth, and seniors;
- Functional in the second official language preferred;
- Minimum 1 year cash handling experience;
- Familiarity with computers and Microsoft programs such as Outlook, Excel, Word and PowerPoint;
- Ability to lift and move up to 20 kg.

Assets

- Studies in history, especially military and/or Cold War history;
- Fully functional in both official languages;
- Ability to communicate in additional languages such as German, Spanish, Italian, Mandarin;
- Extremely organized, highly motivated, proactive;
- Knowledge of proper artefact handling procedures;
- Ability to sit or stand for extended periods of time;
- Smart Serve Certified.

THE DIEFENBUNKER MUSEUM OFFERS

- A fun, collaborative working environment;
- A place for continuous learning and growth;
- Flexible work hours.

TO APPLY

If you are interested, please send your cover letter, and resume with the subject line “[Your Name] – Museum Guide” to r.wilson@diefenbunker.ca by April 8, 2019.

Thank you to all applicants for their interest, only candidates selected for an interview will be contacted.

PLEASE NOTE

- Hiring is subject to funding availability.
- There is no public transportation to the Museum from Ottawa.
- Diefenbunker, Canada’s Cold War Museum is an equal opportunity employer and welcomes diversity in our workforce.