

## Job Posting- Museum Guide

**Deadline:** Sunday, September 1, 2019  
**Location:** Ottawa (Carp), ON  
**Rate of Pay:** \$14.50/hour  
**Hours:** Part-time hours available, including evenings and weekends.

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### **POSITION SUMMARY**

The Museum Guide provides high-quality service to visitors at the museum. They contribute to the mandate of the museum by offering public and educational activities for visitors, such as guided tours and school visits. They also answer various questions on the museum, such as its function, activities, mandate, and vision. In addition, they participate in the development of and delivery of all museum activities

### **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:*

- High school graduate with a passion for history, education and the Cold War;
- Adaptable and innovative, as well as proven ability to work in a teamwork environment;
- Strong communication skills and excellent presentation skills;
- Functional in the second official language preferred;
- Communicate effectively with people at all levels;
- Demonstrate attention to detail and monitors work for quality;

- Minimum 1 year previous experience working with the public;
- Minimum 1 year previous 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;
- Standard First Aid/CPR C;
- WHMIS;
- Police Records Check;
- Smart Serve.

### **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 [j.fink@diefenbunker.ca](mailto:j.fink@diefenbunker.ca) by September 1, 2019.
- Please note that there is no public transportation to the Museum from Ottawa.
- Thank you to all applicants for their interest, only candidates selected for an interview will be contacted.
- Diefenbunker, Canada’s Cold War Museum is an equal opportunity employer and welcomes diversity in our workforce.