

Job Posting

Position Title: **Visitor Experience Project Lead**

Deadline: Thursday, September 26, 2019

Location: Ottawa, ON (Carp)

Salary: \$17.00 - \$20.00 per hour

Hours: Full-time term position; 37.5 hours/week Monday to Friday, 10-12 months, including occasional evenings and weekends.

Over the next year, the Diefenbunker Museum will be developing key components of visitor experience, including site interpretation, signage and wayfinding, accessibility improvements, an 8-language audio guide, and general updates to existing exhibitions. This is part of an enrichment strategy that aims to improve visitor flow, increase and diversify target audience, expand accessibility, and create more entry-points for different learning and engagement styles.

Reporting to the Visitor Experience Manager (VEM), the Visitor Experience Project Lead will manage portions of the enrichment strategy, including content research and development for the multilingual audio guide, text panels, and interpretive approach; coordinate the design, production and installation of interpretive materials; and support Accessibility Committee with physical improvements to the site. The Visitor Experience Project Lead will divide their time approximately evenly between projects. The position requires engaging visitors of all ages, background and interests, through compelling exhibitions, interpretation, and experiences.

Principle Duties and Responsibilities:

- Research and develop new multilingual audio guide (lead);
- Research content for text panel development, coordinate design and build, oversee installation of materials with guidance of VEM (lead);
- Support the VEM in Signage and Wayfinding;
- Support VEM in Exhibition improvements;
- Support Facility Manager in improving physical accessibility throughout the museum including but not limited to ramps and equipment.

Qualifications

The ideal candidate should have the following experience and qualifications:

- Undergraduate degree required;
- Detail oriented and able to manage multiple projects simultaneously;
- Experience with project planning, budgeting, and implementation;
- Excellent communication, research, and organizational skills;
- Possess a high level of initiative, as well as follow-through and flexibility;
- Understanding of accessibility standards as it relates to museum practice;
- Adaptable and innovative, as well as proven ability to work in a teamwork environment;
- At least one-year general office experience;

- Advanced degree in liberal arts, museum studies, or related exhibition design or information design program preferred;
- Functional in the second official language preferred.

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] – Visitor Experience Project Lead” to c.gehling@diefenbunker.ca by September 26, 2019.

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.