

Job Posting

Title:	Museum Guide
Reports to:	Operations Manager
Employment Status:	Part-time, On-call, casual
Compensation:	\$14.50/hour
Deadline:	Ongoing
Location:	Ottawa, ON (Carp)
Hours:	Various shifts Sunday through Saturday

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;
- 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.

POSITION REQUIREMENTS

- One-year customer service experience
- Ability to provide Vulnerability Police Check

ASSETS

- Functionality in the second official language

TO APPLY

If you are interested, please send your cover letter, and resume with the subject line "[Your Name] – Museum Guide" to a.roncali@diefenbunker.ca

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.

Please note that there is no public transportation to the Diefenbunker from Ottawa.