

Job Posting

Title: Team Supervisor – Museum Guide

Reports to: Operations Manager

Compensation: \$16.50/hour. Fully bilingual candidates (French and English) will receive a pay premium.

Deadline: Friday, February 17, 2023

Location: Ottawa, ON (Carp)

Hours: Contract position until December 31, 2023, with possibility of extension. Anticipated 25–37.5 hours/week, including weekdays, weekends, occasional holidays, and evenings.

POSITION SUMMARY

The Team Supervisor will work closely with the Operations Manager to ensure the daily operations of the museum run smoothly. The Team Supervisor plays an integral role in supporting the Museum Guide staff and volunteers, and in overseeing the Gift Shop. This position requires supervisory experience, a high level of administrative responsibility, and a strong ability to handle multiple tasks.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Coordinate all visitor services, public program delivery, and frontline operations of the museum;
- Facilitate guided tours, educational programs, and special events;
- Aid the Operations Manager in the training, supervision, and evaluation of the Museum Guides;
- Act as the cash verifier and main point of contact for operational days, including on weekdays, weekends, and occasional evenings;
- Hold financial accountability for reconciling the opening and closing of cash registers;
- Assist with the division and facilitation of museum tasks for frontline staff;
- Provide input from own areas into broader museum processes, such as the development of the annual budget and work plan;
- Develop or assist with visitor experience procedures and processes;
- Assist the Operations Manager with volunteer program projects;
- Support Museum Guides with museum coverage as needed during peak times;
- Hold accountability in the Gift Shop, including for store inventory, sales reports, shipping and receiving, merchandising, and product and pricing recommendations;
- Work closely with all museum departments to ensure museum standards are being met;

POSITION REQUIREMENTS

- Two to three years of customer service experience;
- Supervisory experience;
- Previous cash handling experience;
- Functional in both official languages;
- Ability to provide Vulnerable Sector Police Check;
- First Aid/CPR C Certificate;
- Strong communication and presentation skills;
- Experience working in a team environment;
- Experience working with children, youth, and seniors;



- Familiarity with computers and Microsoft programs such as Outlook, Excel, Word, and PowerPoint;
- Flexibility to work any shift Sunday through Saturday.

POSITION ASSETS

- Past key holder or cash verification experience;
- Experience in procedure development and implementation;
- Interest in history, especially military and/or Cold War history;
- Knowledge of proper artifact handling procedures;
- Smart Serve certification.

To Apply

If you are interested, please send your cover letter and resume with the subject line “[Your Name] – Team Supervisor” to m.boyd@diefenbunker.ca.

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

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

Diefenbunker: Canada’s Cold War Museum is an equal opportunity employer and welcomes diversity in our workforce. For more information about the Diefenbunker, please visit diefenbunker.ca.