



The Mahone Bay Museum is a small community museum seeking a Visitor Services Representative for a temporary, full-time, approximately 12 week Young Canada Works contract from mid-May to the end of August at \$12.00 an hour.

The Visitor Services Representative will provide Mahone Bay Museum's visitors with an enjoyable and informative experience. They will also review our exhibits and suggest improvements and additions to the permanent exhibits. They will be responsible for recording daily visitor statistics, noting how visitors interact with our exhibits and staff, and developing a visitor statistics/visitor behaviour report at the end of the season.

The Visitor Services Representative will:

- Become familiar with the Museum's Interpretive plan, our exhibits and information regarding Mahone Bay's history
- Greet and inform visitors about Mahone Bay history primarily in English
- Learn a few greeting sentences in French (existing French language knowledge is an asset but not a requirement)
- Engage children through our children's programming
- Work as a team to complete the museum opening and closing procedures
- Record accurate visitor statistics
- Develop insights from the visitor statistics
- Provide wonderful customer service to the visitors in the Museum's gift shop and complete gift shop sales
- Review the permanent exhibits and provide suggestions for improvement
- Aid with other visitor services related tasks as they arise
- Have opportunities for job shadowing the Manager and Curator on other museum related tasks beyond visitor services

Ideal candidates for the Visitor Services Representative position will:

- Meet the Young Canada Works requirements (be a Canadian citizen/permanent resident/refugee in Canada, be legally entitled to work in Canada, be between 16 and 30 years of age at the start of employment, have completed the school year at the start of employment, be registered in the YCW online candidate inventory, be willing to commit to the full duration of the work assignment and not have another full-time job while employed in a YCW job)
- Have been registered as a full-time\* student in the semester preceding the YCW job (\*as defined by their educational institution)
- Be returning to full-time studies in the semester immediately following this YCW summer job in the fall of 2019 with a field of study or a particular interest in history, anthropology, or other museum related topics.

- Have an interest in exploring possible careers heritage fields
- Be outgoing
- Be friendly, respectful, and engaging when approaching and talking to visitors including families with young children
- Have knowledge or be willing to learn about the history of Mahone Bay, Lunenburg County, and Nova Scotia
- Have above average computer skills
- Have strong research skills and good communication skills
- Possess a valid driver's license or have reliable access to transportation, as there is no public transportation in Mahone Bay
- Have up to date training in first aid or are willing to attend first aid training if required (to ensure there is always one staff member at the museum trained in first aid).

No previous experience with visitor services or museum work is required. However, an interest in heritage and culture will be considered an asset.

New participants to the Young Canada Works program are highly encouraged to apply and include this information in your cover letter.

Youth with a disability, Aboriginal youth, visible minorities and new Canadians are encouraged to apply and include this information in your cover letter as the Mahone Bay Museum is an equal opportunity employer.

Availability and duration of this position are conditional upon approval of Young Canada Works funding.

**How to Apply:**

Interested applicants can send a resume and cover letter to Lyne Allain, Manager and Curator, by e-mail to [mahonebaymuseumjobs@gmail.com](mailto:mahonebaymuseumjobs@gmail.com) before May 1, 2019. Applicants are encouraged to apply early, as interviews will begin as early as April 1st, 2019 and continue until a suitable candidate is found.

We thank all the applicants for their interest, however, only those selected for an interview will be contacted. Applications will be screened according to how well the applicants meet the above requirements. Local applicants are interviewed in person by the Museum Manager and Curator when possible. Long distance interviews can be conducted via Skype or by phone by the Museum Manager and Curator.

For more information about Mahone Bay, please visit: <https://www.mahonebay.com/>

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