



The Mahone Bay Museum is a small community museum seeking a Visitor Services Representative for a temporary, full-time, approximately 14 week Young Canada Works contract from May to August at \$12.55 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, programs, and other visitor services and suggest improvements and additions. They will also be recording daily visitor statistics, record notes on visitor behaviour, such as how visitors interact with our exhibits and staff, and develop a visitor statistics report and a visitor behaviour report at the end of the season.

Who can apply:

Young Canada Works requires that any student hired for this position:

- are a Canadian citizen or a permanent resident, or have refugee status in Canada (non-Canadians holding temporary work visas or awaiting permanent status are not eligible);
- are legally entitled to work in Canada;
- are between 16 and 30 years of age at the start of employment;
- are willing to commit to the full duration of the work assignment;
- will not have another full-time job (over 30 hours a week) during the Young Canada Works (YCW) work assignment;
- have been a full-time high school, college, CEGEP or university student (as defined by their educational institution) in the semester preceding the YCW work assignment; and
- intend to return to full-time studies in the semester following the YCW work assignment.

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

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

The Visitor Services Representative will:

- Become familiar with the Museum's Interpretive plan, our exhibits and information regarding Mahone Bay's history
- Review our Employee Handbook binder, which includes our Human Resources policy and the Occupational Health and Safety Act
- Attend an orientation with the Museum Manager/Curator during their first week to review aspects of our Human Resources policy, our Emergency Preparedness plan and be oriented to the locations of key items such as our first aid kit, our incident and injury reports binder, our safety goggles, gloves, and eye washing mechanism for when they are handling any of our cleaning products, our Workplace Hazardous Materials Information System information binder with data sheets for our cleaning supplies, our list of emergency contacts, etc.
- Greet and inform visitors about Mahone Bay history
- Engage children through our children's programming
- Record visitor statistics and make note of how visitors interacted with the exhibits, programs, and staff
- Work as a team to complete the museum opening and closing procedures
- Review our exhibits, programs, and other visitor services and provide
- Develop a report listing possible additions and improvements exhibits, programs and other visitor services and present it to the Manager/Curator
- Aid with the planning and completion of at least 10 additions and improvements to the exhibits they suggested that were approved by the Manager/Curator
- Write a report on visitor engagement and behaviours notes and findings recorded throughout the summer
- Complete visitor statistics reports for the months of June and July
- Write a report on all the visitor statistics information recorded this year that shows an overview of the summer season's statistics
- Provide wonderful customer service to the visitors in the Museum's gift shop and complete gift shop sales as needed
- Aid with other visitor services related tasks as they arise
- Have opportunities for job shadowing the Manager/Curator on other museum related tasks beyond visitor services

Ideal candidates for the Visitor Services Representative position will:

- Meet the Young Canada Works requirements (listed above)
- Be returning to full-time studies in the semester immediately following this YCW summer job in the fall of 2020 with a field of study or a particular interest in history
- Have an interest in exploring possible careers heritage fields
- Have experience in customer service
- Be outgoing
- Be confident approaching visitors
- Have knowledge of Nova Scotia in general and Lunenburg County in particular will be an asset, along with experience in customer service and working with children

- 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 museums is ideal.

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 before May 1, 2020. Applicants are encouraged to apply early, as interviews will begin as early as April 1st, 2020 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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Students selected for a YCW position will be required to complete the following online forms and reports over the duration of their summer job:

- Create a profile on Young Canada Works website
- Complete the Candidate Eligibility Form (initiated by the employer) – To confirm student eligibility to participate. This must be completed before a student is hired by their employer. Final approval is required from YCW.
- Complete a Staffing Report (initiated by the employer) – To ensure that the details of the job are accurate. This information must be confirmed during the first week of work.
- Complete the End of Work Term Report – To ensure the student's job has successfully ended. This must be completed on the student's last day of work.
- Answer the Evaluation Questionnaire – To provide feedback regarding the program. This must be completed at the end of the student's employment.