



Visitor Engagement Assistant

REPORTS TO: Senior Manager, Visitor Engagement & Operations

POSITION TYPE: Full-time contract with flexible hours including evenings and weekends from October 12, 2022 to March 31, 2023, with the possibility of renewal after March. Working days will be between Wednesday-Sundays.

PHYSICAL REQUIREMENTS/SKILLS: The duties of this job include sitting, standing, bending over, kneeling, and lifting or moving objects up to 30 lbs, climbing stairs.

COMPENSATION: \$17/hour

As a key part of the Textile Museum's Visitor Engagement team, the Visitor Engagement Assistant will act as an ambassador for the Museum, engage with visitors and promote the Museum's programming and exhibitions.

Duties and Responsibilities

- Greets visitors and provides excellent public-facing services, including cash handling and answering general inquiries.
- Promotes and sells memberships in public facing areas
- Performs opening and closing security routines, point-of-sale systems maintenance and security sweeps during operating hours.
- Maintains a well-informed, working knowledge of the Museum's exhibitions and programming.
- Works with the Visitor Engagement team to assess and improve department procedures, visitor amenities and services, and respond to feedback, incidents and inquiries.
- Trains and supports volunteers, filling in for public-facing shifts when required.
- Resolves visitor concerns and complaints promptly and escalates when required.
- Reports any accident or incident ensuring appropriate policies and procedures are followed.
- Maintains administrative duties in support of daily Museum operations.
- Sets up and strikes down AV and catering equipment for programs and special events.

- Assists with rentals as needed.
- Assists with the planning and execution of recognition programming for volunteers.

Additional Responsibilities

- Demonstrates a positive professional presence, inspiring and building confidence both within the Museum and outside the institution among a broad range of constituencies
- Maintains a well-informed, working knowledge of the exhibitions, health and safety protocols, and general building operations at the Museum.
- Serves as an advocate for visitors while simultaneously promoting the welfare of the Museum.
- Works to further the goals and objectives of the Museum and participates actively in the life of the institution.
- Demonstrates a commitment to the Museum's Equity, Diversity, and Inclusion priorities ensuring that diverse audiences are represented, promoted, and engaged
- Acts in a respectful, accountable, and generous manner towards other staff, volunteers, and the public.
- Other duties as assigned.

Supervisory Responsibilities

Direct oversight and supervision of the following positions:

- Volunteers

Education, Training and Traits

A related post-secondary degree and/or experience in arts administration.

Knowledge of museum environments is considered an asset.

Skills and Abilities

- Excellent communication, interpersonal and analytical skills, including demonstrated conflict resolution skills.
- Experience with membership sales
- Prior art museum/gallery experience and knowledge of standard operational procedures.
- Excellent communications, interpersonal, and analytical skills, including demonstrated conflict resolution skills.

- Self-motivated, with the ability to problem-solve independently and manage workflows and deadlines without supervision.
- Experience working with volunteers.
- Experience with volunteer management software (i.e. Better Impact) is an asset.
- Exceptional knowledge of customer service and the ability to adapt quickly to new situations.
- Knowledge of cash handling and general office procedures
- Strong computer skills (MS Office Suite, point-of-sale systems, Salesforce).
- First Aid and CPR certificates are required

How to Apply:

Qualified candidates should email their cover letter and resume as a single document attachment to hrsearch@textilemuseum.ca by the end of the day on October 3, 2022. The email subject line should read <title of position applied for> <followed by applicant's last name>. Kindly note that we will accept no phone calls. We thank all applicants for their interest but advise that only those selected for an interview will be contacted.

The Textile Museum of Canada maintains a Board of Trustees approved Anti-Racism, Access, and Equity Policy. Respect, accountability, and a courteous manner towards other staff, volunteers, and the public are requirements for all staff. We invite all candidates who meet the eligibility criteria to apply, however in keeping with the Museum's equity goals; we encourage applications from candidates who have lived experience of disability, BIPOC candidates, and/or 2SLGBTQIAP+ candidates. Candidates are encouraged to self-identify in their cover letters.

About the Textile Museum of Canada:

Established in 1975, the Textile Museum of Canada has established itself as a vibrant cultural place promoting community engagement through our programs and services. As the only national museum in Canada exclusively dedicated to the study and presentation of textiles from cultures around the world, we occupy a unique position among other leading cultural institutions in the country. The universality of textiles is at the heart of our work. It provides the stimulus and opportunity to engage communities around us and thousands of national and international visitors. Through our artistic and educational programs, delivered in both physical and virtual forms, we build on a long history of connecting creativity, cultures, and human histories through the materials of everyday lives.