

POSTING: Visitor Experience Assistant

Term: 8 weeks, 4 days a week

Compensation: \$20/hr

Schedule: 9:30 AM – 5:30 PM, Thursday – Sunday

Location: Onsite, Toronto, ON

Start Date: May 2026

About the Museum

The Textile Museum of Canada is the largest museum in the country dedicated to textile arts. Our mission is to ignite creativity, inspire wonder, and spark conversation through the global stories woven into our collection and contemporary exhibitions.

Position Overview

Reporting to the Director of Development and Programming, the Visitor Experience Assistant will be the first point of contact for guests at the Textile Museum of Canada. This position supports day-to-day customer service, along with administrative support to senior staff at the Museum.

Key Responsibilities

- Organize day-to-day operations of the Museum's admissions desk and support reception desk volunteers.
- Provide telephone and reception service for the Museum by receiving and directing incoming calls and emails; responds directly to routine or straight-forward inquiries from the general public about Museum processes and services.
- Receive inquiries and complaints from the general public, obtains the necessary information to respond to them directly, and/or refers them to the responsible staff for action.
- Compile data through visitor surveys and helps to develop new strategies for visitor engagement and membership sales in collaboration with the Visitor Experience team.
- Engage visitors with excellent service experiences, promoting and selling memberships, and increasing public program attendance/awareness.
- Assist with opening and closing routines including cash handling and facilities checklists.
- Routine audit of website copy to ensure information is accurate and up to date

- Support with interdepartmental research tasks

Qualifications

- Sales experience in a public-facing role like retail, membership or ticketing is required.
- Computer literacy and experience with point-of-sale systems and procedures required.
- Experience working in an arts institution and with volunteers is ideal but not required.
- Experience and understanding of trauma-informed de-escalation is preferred but training will be provided.
- Commitment to anti-oppression learning.
- Some knowledge of Adobe Creative Suite or Canva would be beneficial.
- Ability to work independently as well as closely with a small team.
- Adaptability, establishing priorities, and time-management.
- Strong attention to detail, high level of accuracy, and strategic problem solving.
- Ability to work collaboratively and confidently with staff, volunteers, and the public.

Eligibility

This position is funded by the Government of Canada through the Canada Summer Jobs (CSJ) program. To be eligible, applicants must:

- Be between 15 and 30 years of age
- Be a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act
- Be legally entitled to work in Canada
- Have a valid Social Insurance Number (SIN)

How to Apply

Please submit the following to hrsearch@textilemuseum.ca with the subject line **Visitor Experience Assistant Application - [YOUR NAME]**:

- Letter of Interest
- Resume

Applications will be reviewed on a rolling basis until April 26, 2026.