



SEASONAL EMPLOYMENT OPPORTUNITY

Summer 2023



VISITOR SERVICES REPRESENTATIVE [SEASONAL]

The Crowsnest Museum & Archives is seeking several enthusiastic and motivated individuals to fill the role of Visitor Services Representatives [Seasonal] at the museum and A.P.P. Barracks for the summer of 2023.

Visitor Services Representatives are the museum's "front-line" staff, and are directly responsible for the guest experience at the Crowsnest Museum and the A.P.P. Barracks, as well as the professional and efficient operation of the Museum Gift Shop. Visitor Services Representatives provide information about the Crowsnest Pass and its history to the public and may also be required to assist museum staff with programs, exhibit development, fundraising, or collections work as necessary.

Duties

- Provide an exceptional guest experience at the museum and barracks by maintaining a professional, clean and safe environment for all visitors and staff
- Welcome visitors to the museum and answer questions related to the Crowsnest Pass and its history
- Process admissions, memberships, research requests and donations in accordance with Heritage Crowsnest policies and procedures
- Assist in the operation of the museum gift shop, including point of sale operation, display set-up, stocking and cleaning
- Perform opening and closing procedures, including "cash-in" & "cash out"
- Assist with programs, fundraising events, exhibit development and collections work as required
- Respond professionally and proactively to visitor concerns and incidents

Qualifications

- Excellent customer service skills
- Good communication, time management, and organizational skills
- Passion for history and learning
- Familiarity with the Crowsnest Pass and its history is considered an asset

Successful candidates will be required to adhere to Heritage Crowsnest policies and procedures while working at the Crowsnest Museum & Archives and A.P.P. Barracks. This is a full time seasonal position (37.5 hours/week) beginning early May through to September 4 with the possibility of an extension into autumn. The wage is \$16.00/hour.

Please apply by emailing your cover letter and resume to museum@heritagecrowsnest.com

We thank all applicants for their interest, however only those selected for an interview will be contacted.

**HERITAGE
CROWSNEST**



CROWSNEST MUSEUM & ARCHIVES
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