



### Job Description

Our exciting organization is looking for an Exhibit Guide Coordinator. This is an 11-week contract position, from the end of June 2018 to the beginning of September 2018 at the Royal Canadian Geographical Society's new home - Canada's Centre for Geography and Exploration at 50 Sussex Drive in Ottawa.

### Exhibit Guide Coordinator Duties

The Exhibit Guide Coordinator is the first line of contact for visitors to Canada's Centre for Geography and Exploration. By using their exhibit-specific knowledge and training, the Exhibit Guide Coordinator answers questions and provides additional information to ensure visitors have a world class experience at the Centre. They supervise the Exhibit Guides, set work schedules and responsibilities while collaborating with the entire staff to ensure everything runs smoothly.

### Responsibilities

- Greets visitors to the Centre, ensuring customer satisfaction by interacting with the public, providing information and assistance while maintaining a high degree of professionalism and customer service
- Working independently, the Exhibit Guide Coordinator will ensure rules are followed and exhibits are treated with respect, providing care and minor maintenance if required
- Creates the work schedule for the Exhibit Guides, ensuring the Centre is fully staffed at all times
- Supervises and trains the Exhibit Guides, establishing an engaging and respectful work environment
- Contributes to a positive work environment through teamwork, collaboration, enthusiasm and initiative
- Be responsible for opening and closing the museum

### The ideal candidate will:

- have a minimum of three years of experience in front line customer service
- be experienced in training and managing others
- be able to work independently while exercising sound judgement and initiative
- have worked as an Exhibit Guide and/or at a museum and/or will be enrolled in a museum studies class or program
- have experience dealing directly with the general public, enjoying interacting with people of all ages
- have an interest in Canadian geography and exploration, history of the nation's capital and of indigenous peoples
- be comfortable learning basic rules and regulations and reinforcing them as required
- excellent interpersonal and communication skills with fluency in both official languages (mandatory)
- have valid first aid certification or be in the process of securing certification
- successfully pass a Criminal Record Check

Please submit resume to [exhibits@canadiangeographic.ca](mailto:exhibits@canadiangeographic.ca).