



Museum Coordinator - Visitor Services Assistant

The Gulf of Georgia Cannery, built in 1894 in the historic village of Steveston, is a living monument to the people involved in BC's fishing industry. The National Historic Site is operated by the Gulf of Georgia Cannery Society, a non-profit society. Collaborating with Parks Canada, the Society preserves Canada's West Coast fishing history and presents it in an engaging and relevant way.

We are seeking an outgoing and self-motivated individual to support the Visitor Services staff in administrative and front-facing tasks during the summer, where we are expected to receive a high volume of visitors under the Canada Strong Pass – a federal initiative that allows free admission into all national historic sites. Our team and working environment exemplify inclusivity and diversity. We pride ourselves in demonstrating open minds, open hearts and welcoming all who participate in our endeavours.

Responsibilities:

The Museum Coordinator - Visitor Services Assistant will report primarily to the Visitor Services Coordinator and the Visitor Experience Manager. The Museum Coordinator - Visitor Services Assistant will play a significant role in providing support for our operations and assisting with process improvements for our service level agreements.

Specific tasks and duties assigned to the Museum Coordinator - Visitor Services Assistant include:

- Assist with creating an automated scheduling process to eventually replace our current scheduling system.
- Assist the Visitor Services Coordinator with daily scheduling, writing weekly staff newsletter updates, coordinating tour bookings, updating our membership database, and compiling visitor feedback data.
- Collaborate with Administrative staff and Visitor Services staff in identifying and implementing improvements for our service level agreement and site stewardship.
- Answer or forward inquiries from our general inquiries email.
- Covering the front desk and gallery attendance as needed.

- Participate in Joint Health and Safety Committee meetings, inventory first aid supplies, and conduct site inspections with an employer representative.
- Communicate and promote tour offerings to visitors and tour operators.
- Assist with special events as required.
- Other related duties as required and directed by the Visitor Experience Manager.

Qualities:

- You are a motivated team player who can work independently.
- You are highly adaptable and able to make quick, intelligent decisions based on new information.
- You act with uncompromising honesty, integrity and ethics.
- You demonstrate initiative and strong leadership skills.
- You demonstrate attention to detail.
- You have strong interpersonal and communication skills.
- You are dedicated to building diversity, inclusivity and fostering reconciliation within our sector
- You enjoy being a member of a team that is passionate about history, community and sharing our diverse stories.
- You are very resourceful and possess strong research skills.

Skills and Experience:

- Enrollment in an arts and humanities, or museum studies program.
- Competent in oral and written communication in English.
- Experience working at a museum is an asset.
- Ability to speak fluent French is an asset but not required.
- Excellent customer service skills.
- Willingness to work in a national historic site and in shared spaces.
- Strong administrative skills in organization, record keeping, and data entry.
- Experience with MS Office software, including MS Excel, MS Word and MS Outlook.
- Ability to work within a team and independently after adequate training.

Hours: This is a temporary position at 35 hours weekly; the position is expected to begin on June 1st, 2026 and run for a total of 10 weeks. This position requires a flexible work schedule. Will be required to work on statutory holidays.

Compensation & Training:

- \$19.50 per hour @ 7 hours per day + 6% in lieu of vacation and benefits
- Comprehensive training will be provided by the employer.
- Joint Health and Safety training and participation.
- Familiarization of office equipment, including computer, network, and physical file locations.
- Exhibit and historical familiarization of the Cannery site.
- Comprehensive understanding of service level agreements as an integral aspect in the entrepreneurial side of running a museum.
- Historical information on Steveston.
- Emergency and security procedures.
- Introduction to subject matter experts on museum operations.
- Mentorship from the Visitor Services Coordinator and Visitor Experience Manager.

Outcomes for your Future:

Through the tasks and duties assigned to them, the Visitor Services Assistant is expected to acquire skills in:

- Running museum operations on both front-facing and administrative fronts.
- Identifying occupational safety risks and responding appropriately
- Creative problem solving.
- How to appropriately and effectively communicate with members of our internal and external staff.
- Relationship building and networking.
- Providing services to clients.
- General office duties
- Working and collaborating in a team environment as well as managing priorities with independent work.

Conditions of Employment:

This position is funded by Canada Summer Jobs. To be eligible, applicants must meet the following criteria: be between 15 and 30 years of age **at the beginning** of the employment period, be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act* for the duration of the

employment **and** have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations. A satisfactory vulnerable sector screening with a police service will also be required.

Apply by May 20th with a cover letter and resume addressed to:

Leanne Jung, Visitor Experience Manager
Gulf of Georgia Cannery Society
Leanne.jung@gogcannery.org

Only those candidates chosen for an interview will be contacted. No phone calls please. For more information about the site, please visit: www.gulfofgeorgiacannery.org

If you are interested in working with us, but see something in this posting that excludes you, please reach out to us. We are committed to decolonizing our practices and creating an inclusive working environment that accommodates all backgrounds and abilities. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, and identification as an Indigenous person.