
VISITOR SERVICES ATTENDANT I

ROLE DESCRIPTION

Do you have a passion for the history and Indigenous culture and history of the Canmore area? The Canmore Museum is looking for a Visitor Services Attendant to bring the history of the Canmore NWMP Barracks to life. Reporting to the Visitor and Membership Services Officer, this position will appeal to anyone with an interest in hospitality, museums, and art galleries or to those studying history, art history, Indigenous studies, tourism/hospitality, and/or museum studies.

DUTIES

Our Visitor Services Attendant I is responsible for providing excellent customer service and fosters a positive visitor experience for over the thousands of guests that visit the Barracks. This role is primarily responsible for orienting visitors to the Barracks, providing visitor information about Canmore and the Bow Valley, and museum shop sales. The Visitor Services Attendant also engages the public at the Canmore NWMP Barracks through informal interpretation of the history of Canmore and the Canmore NWMP Barracks. They are also responsible with the opening and closing of the Barracks, and cleaning of the museum facility.

WORK ENVIRONMENT

The Canmore Museum is a non-profit organization that was formed in 1984 and operates the Canmore NWMP Barracks as a seasonal provincial heritage site with a firm commitment to Truth and Reconciliation work as outlined in the Truth and Reconciliation Commission report and UNDRIP principles.

We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you need to be accommodated during any phase of the evaluation process, please use the Contact information below to request specialized accommodation. All information received in relation to accommodation will be kept confidential.

QUALIFICATIONS

Knowledge:

- A basic working knowledge of settlement history of Canmore and western Canada, along with Indigenous culture and traditions is an asset.

Education:

- Registered as a full-time student in a recognized institution (high school, CEGEP, College, University, etc.) and returning to full-time studies for the next academic term (Fall 2022). OR recently graduated from a post-secondary institution.
- Enrollment or graduation from studies related Canadian history, art history, Indigenous studies, education, museum studies, and/or performing arts is considered an asset.

Experience:

- Experience in public speaking.
- Previous experience in working with children an asset.
- Experience in heritage interpretation, theatre/performing arts, and storytelling is considered desirable.
- A valid first-aid certificate is a valued asset.
- Working knowledge of Google Workspace applications and Microsoft Word and Excel
- Collaborative skills to work in a team environment

Language

- Must be fluent in English. Fluency in French or Stoney Nakoda is considered an asset.

Abilities:

- Ability to handle challenging situations
- Ability to work as a member of a team
- Ability to work independently

Personal Suitability:

- Dependability
- Exercises sound judgment
- Strives for excellence

Conditions of employment:

- be a Canadian citizen or a permanent resident, or have refugee status in Canada; ...
- be legally entitled to work in Canada;
- be between 16 and 30 years of age at the start of employment;
- Be available for the full period of employment
- Be willing to work weekends and holidays

APPLYING

Candidates must apply on or before March 31 by submitting their CV and a cover letter to:

Sarah Fletcher, Visitor and Membership Services Officer
Canmore Museum
hr@canmoremuseum.com

Questions about the position can also be directed to Sarah at this same email.

ABOUT US

Known as Chuwapchipchiyan Kudi Bi by the Stoney Nakoda, Canmore is defined by the rugged Canadian Rocky Mountain landscape that surrounds us and shaped by the culture, language and traditions of those that have called this place home for over 10,000 years. Located in the heart of our charming and historic downtown, the Canmore Museum and the NWMP Barracks Provincial Historic Site's collections, programs and exhibitions provide numerous opportunities to explore and experience our mountain landscapes, culture and community.

Canmore and all of the Bow Valley is located on the traditional lands of Indigenous Peoples as referred to in the United Nations Declaration on the Rights of Indigenous Peoples. This relationship to the land is further declared by the National Indian Brotherhood (now Assembly of First Nations), in A Declaration of The First Nations (1981). Historically, there is a long-standing connection to the Bow Valley around Canmore for many Indigenous nations – Stoney Nakoda, Blackfoot, Tsuut'ina, Ktunaxa, Secwepemc, Dene, Mountain Cree, and Métis. We acknowledge that we are on territory known as Treaty 7, which is a treaty signed on behalf of Queen Victoria in 1877, with the Stoney Nakoda (Bears paw, Chiniki, and Wesley), Blackfoot Confederacy (Kainai, Piikani, and Siksika), and Tsuut'ina Nations.

For more information about the Canmore NWMP Barracks and the Canmore Museum, visit canmoremuseum.com