



We're hiring!



Head, Visit Planning

Experience and Engagement

ME-06 - \$82,656 to \$101,312 per year

Permanent Full-time position (37.5 hours per week)

Work Location: Victoria Memorial Museum Building, the Museum - Ottawa, ON

Selection process number: 2090-CMN-26-OC-009

Your place at the Museum

We value diversity and believe we benefit from working in a place where everyone feels included and where the unique qualities and strengths inherent in a diverse workforce are combined. We welcome applications from persons who may identify as a member of one or more other equity seeking groups (for e.g. women, visible minorities, Indigenous peoples, persons with disabilities, 2SLGBTQIA+, religious or cultural minority).

You have a place at the Museum!

About the position

The Head, Visit Planning collaborates across the Museum to ensure that all visitors are met with an inviting and dynamic first impression of the Museum and leave equipped to engage more deeply with the Museum on multiple levels. This position is central to the advancement of audience loyalty, encouraging membership, and generating revenue by attracting both new and repeat visitors through close collaboration with other Museum departments including Communications & Marketing, Programs, Partnerships and Giving, Facilities and Security.

The Head, Visit Planning is responsible for directing the daily operation of front-line services to visitors by overseeing a team of 15-35 staff and potentially some volunteers. The incumbent is responsible for the Museum's information services, overseeing the responses to all inquiries and complaints from the public on-site, online and by telephone, and the admission services responsible for all onsite ticket and membership sales, as well as receiving and processing group tours on site.

The Head, Visit Planning manages and is part of the Supervisor on Duty rotational schedule and ensures that the Museum has a wholistic and consistent approach for all the Museum's front-line operations including Visitor Services, Programs, Nature Café, the Nature Boutique, and security, where outstanding service is critical to delivering a superior experience to Museum visitors.

In collaboration with the Director of Visitor Experience, the Head establishes, and is responsible, for institutional standards for quality visitor services by working strategically with all public facing services and activities to develop and implement training programs for the delivery of visitor services to best-in-class standards and manages overall front of house activities.

Working at the museum means:

- Contributing to an engaging mission as well as exciting projects and challenges
- An inclusive, friendly and safe work environment
- A competitive salary established by collective agreements
- Access to federal public service group insurance and pension plans



Eligibility criteria

This position is open to all Employees of the Canadian Museum of Nature and any members of the public who meet the qualifications below.

*Candidates must be legally entitled to work in Canada.

Education and training:

Completion of a post-secondary education in business, tourism, hospitality or a related field or equivalent combination of education, training and experience.

Language requirements:

English and French are essentials

Bilingual Imperative (CBC/CBC) ([definition](#))

Experience:

- Several years of experience in the management of front-line client service operations, preferably in the cultural, tourism or hospitality sector, including hiring and managing staff, developing schedules and work plans, managing operations and budgets.
- Several years of experience in developing, supervising, coaching and leading client-facing teams to provide a high-quality client experience and achieve client attendance and revenue goals.
- In developing, implementing, evaluating and adjusting operational procedures, service standards, training plans and activities for a client services department
- In working in a multidisciplinary team with competing priorities.
- In training, guiding and coaching staff on how to deliver an accessible and inclusive experience for diverse clients, an asset.

NOTE: Hours of work include evenings, weekends and holidays.

Interested? APPLY!

The Canadian Museum of Nature is committed to inclusive and barrier-free selection processes and work environments. If you are invited to participate in the selection process, we encourage you to advise us of any accommodation you may require. This information will be treated as confidential.

The Statement of Qualifications, providing greater detail about the skills, knowledge and aptitudes needed for this role, can be obtained by contacting the Museum at competition@nature.ca.

All candidates must submit a cover letter and curriculum vitae outlining how their experience and training meet the requirements listed above.

Send your application by filling in the [form on the Museum's Careers](#) page where you can upload your cover letter, curriculum vitae and any other required documents.

CLOSING DATE : March 11, 2026

Canada