We're hiring!

canadian museum of nature
nature
musée canadien de la nature

Host, Visit Planning

Experience and Engagement

ME-02 - $27.37 to $32.93 per hour
Temporary part-time positions opportunities during the holiday season
And Occasional positions
Work Location: Victoria Memorial Museum Building, the Museum (Ottawa, ON)

This competition will also be used to develop/update the eligibility list for 6 months to fill permanent or temporary positions during this period

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Selection process number: 2090-CMN-26-OC-064

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

Working with the Visitor Planning team, the host is responsible for providing excellent visitor experiences. This is achieved through offering high quality and welcoming services, communicating information about the museum offers, amenities and experiences, and utilizing the ticketing system for visitation and membership. In addition, the host is responsible for promoting Canadian Museum of Nature's (CMN) offers that meet visitor needs and visitor satisfaction and is responsible for always ensuring robust cash management.

The host is responsible for:

- Selling memberships and other museum products or services to visitors by using established sales techniques.
- Promoting museum products or services in person and over the phone.
- Providing the best customer service possible to visitors, clients and members in person and over the phone (including events and during after-hours).
- Receiving/processing payments (for visitors, clients and member purchases).
- Performing tasks such as counting money, separating charge slips, coupons and vouchers, balancing cash drawers, and making deposits.
- Collecting comments, observing and conducting surveys with visitors, clients and members.
- Contributing to team effort by attending meetings when required and performing other related duties

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 secondary school or equivalent.
Additional training in sales or customer service techniques would be considered as an asset.

Language requirements:
English and French are essential
Bilingual Imperative: B-B

Experience:

- Experience in providing high quality service through product knowledge, proactive service and communication and knowledge of visitors' needs
- Experience in gauging visitor needs, building rapport with clients, promoting and selling products or services to meet customer needs with the goal of increasing satisfaction and meeting sales goals
- Experience working in a team delivering high-quality service in a fast-paced environment
- Experience in using Point-of-Sale (POS) software and working with cash handling (i.e. processing cash, credit cards, direct debit, checks or other methods of payment) is considered an asset.

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

- As a condition of employment, **Part-time** positions require, at minimum, an availability to work 12.5 hours per week, including but not limited to rotating statutory holidays, 1 weekend shift per week and Thursday evenings.
- **Occasional** status means employees who are called in to work for unusual and unforeseen circumstances and are not normally scheduled in advance. The candidates must maintain an availability to work at least 2 days per week and must ensure to work a minimum of 1 shift every 8 weeks

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. We kindly ask that you specify **the days you are available in your cover letter.**

CLOSING DATE : November 1st, 2026

Canada