



We're hiring!



Team-Lead, Visit Planning

Experience and Engagement

ME-03 - \$30.24 to \$36.35 per hour

Temporary part-time position:

- With a regular schedule of Thursday, Saturday and Sunday until April 25th, 2027.

Work Location: Victoria Memorial Museum Building (VMMB), the Museum, Ottawa (ON)

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

Selection process number: 2090-CMN-26-OC-065

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 main responsibilities of the position are to:

- Provide excellent visitor experiences through greeting visitors, groups, and members warmly and efficiently at the VMMB in both official languages.
- Promote CMN offers to increase visitor satisfaction, maximize sales, and achieve team targets using the ticketing system.
- Support Host development through training and mentorship.
- Ensure CMN Policies and Procedures are adhered to always including a robust cash management process.
- Coordinate daily operations and motivate Hosts to deliver a high-quality visitor experience.

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 who meet the qualifications below.

*Candidates must be legally entitled to work in Canada.



Education and training:

Successful completion of secondary school education or equivalent. Additional training in customer services or sales would be an asset.

Language requirements:

English and French are essential

Bilingual Imperative: [BBC/BBC](#)

Experience:

- Recent experience in coordinating daily operations related to visitor services (e.g. verifying floats, preparing cash trays, checking attendance, ensuring efficiency of operations, ensuring compliance with rules and procedures, troubleshooting or solving problems, arranging employees' breaks and lunches/dinners, etc.).
- Recent experience leading teams/groups (e.g. assigning/delegating tasks to team/group members, training and monitoring team/group members, motivating and encouraging team/group members, solving conflicts, etc.).
- Recent experience in providing high-quality service to the public.
- Experience in promoting and selling products or services to meet customer needs with successful achievement of meeting sales goals.
- Experience in handling money (i.e. processing cash, credit cards, direct debit, checks or other methods of payment).
- Experience in using Point-of-Sale (POS) software.
- Experience in general office procedures.

NOTE: Hours of work will 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.

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