



TOURIST INFORMATION CLERK SUMMER EXPERIENCE PROGRAM

Positions available: 1

Application deadline: 2022-06-10

Contract length: 8 weeks, maximum of 232 hours

Expected start/end dates: 2022-07-11 to 2022-09-02

Job type: Full-time, Contract

Salary: \$15.00 per hour

Summary

The Massey Area Museum is looking for one outgoing individual to join our team for the summer in a Tourist Information Clerk role. Under the supervision of the Curator, the Tourist Information Clerk will be responsible for overseeing the museum's tourist information centre. The student will promote tourism in the Sables-Spanish Rivers area by providing excellent customer service, facilitating information about local businesses, events, and attractions, and working with the community to identify tourist opportunities. The Tourist Information Clerk will also assist in gift shop sales, general housekeeping duties, and other tasks as required.

About Us

The Massey Area Museum is a registered non-profit charitable organization. Our mission is to educate and celebrate the histories of the Township of Sables-Spanish Rivers and Sagamok Anishnawbek through the collection, preservation and interpretation of artifacts and archival materials to increase knowledge and awareness of local heritage up to 1968, the year the museum was founded.

We have 14 gallery spaces, each of which highlights and tells the stories of settlement, daily life, and community building of this part of the province. Themes of the galleries include the earliest Indigenous settlement, exploration and European settlement, the part played by natural resources in our community (lumber, minerals, waterways), agriculture, education, religion, cultural achievement, manufacturing, trade and transportation, business and municipal political development.

Duties and Responsibilities:

- Respond to visitor inquiries in-person, over the phone, and online
- Provide directions, recommendations, and resources about local tourist destinations
- Provide information about the museum and local history
- Greet guests in a positive and enthusiastic manner, provide excellent customer service
- Correspond with local businesses and destinations regarding tourism opportunities
- Update the museum's holdings of tourism resources
- Assist with gift shop sales, inventory tracking, accepting payments
- Adhere to all health and safety protocols, monitor guest compliance with COVID-19 guidelines
- Assist with housekeeping duties and maintenance of physical plant
- Other duties as required

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Qualifications:

- Education in tourism and hospitality, history, museum studies, Indigenous studies, arts, education, business or related fields preferred
- Knowledgeable about the community and surrounding area, able to provide tourist information regarding local businesses, attractions, and events
- Experience working with the public and in customer service
- Strong organizational and time management skills
- Ability to work independently and as part of a team
- Strong communication, problem solving, and interpersonal skills
- Ability to work a flexible schedule including weekends, holidays and special events as required
- Proficiency in Microsoft Office Suite and other computer applications
- Bilingualism an asset
- Successful candidates will be required to provide or obtain Vulnerable Sector Police Screening
- Must provide proof of student enrolment

Position funded through Summer Experience Program, all applicants must meet the following criteria:

- be currently enrolled in a secondary, or post-secondary institution or within six months of graduation and have reached the age of 15 and not yet reached the age of 25 upon commencement of employment or up to 29 years of age for persons with a disability, within the meaning of s.10 of the Ontario *Human Rights Code*, R.S.O. 1990, c. H.19, as amended;
- be a resident of Ontario during the period of employment;
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada

To Apply

Interested applicants should submit a resume, cover letter, and 3 references to Felicia Dunham, Curator, at info@masseyareamuseum.com, no later than 2pm on Friday June 10, 2022.

Please include "SEP: Tourist Information Clerk" in the subject line. We thank all applicants for their interest, however only those selected for an interview will be contacted.

Note: Position and duties subject to change to comply with provincial guidelines due to COVID-19.