

## **Seasonal Museum Tour Guide**

**Bideford Parsonage Museum**, 784 Bideford Road, Ellerslie-Bideford, PE C0B 1J0

Full-time / Temporary      Minimum Wage Position

### **To be eligible, youth must -**

- be between the ages of 16 and 30 at the start of the employment, and be planning to return to studies in the fall.
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment; and
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

### **Skills -**

Have good Communication Skills, including Computer Skills

Have good Organizational Skills; and

Employ Good Customer Service

This position is a full-time seasonal position responsible for providing excellent customer service to all visitors. This person must be able to communicate information regarding the Bideford Parsonage Museum, our Mission, and information pertaining to this West Country area of Prince Edward Island.

### **PRIMARY DUTIES, RESPONSIBILITIES, AND ESSENTIAL FUNCTIONS**

- Regular, reliable attendance and punctuality are essential functions and are required 100% of the time
- This is a full-time seasonal position for up to 40 hours per week including Saturdays and Sundays, and may require evening hours upon request.
- Must project a professional image in attitude and dress, wearing white top and black bottom attire
- Promote the Museum and its partners using a variety of marketing materials and methods
- Greet group tours and visitors as required
- Answer guest questions and give directions as needed
- Monitor area to ensure it is a secure environment and report problems to management
- Provide exceptional internal and external customer service according to established guidelines
- Assist the Society's Board and committees with private and public events accordingly
- Monitor and update the Museum social media sites. (Facebook, Instagram, Twitter and Website)
- Perform daily light housekeeping and outdoor maintenance as directed by the Museum Manager
- Other duties as assigned by the Museum Manager

## **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Must have strong communication skills
- Must be customer service oriented, be positive, and portray a helpful attitude when interacting with visitors
- Must have excellent organizational skills with attention to detail
- Must be self-disciplined and a creative problem solver
- Must be adept at handling visitor's inquiries in a fast-paced, team-oriented environment
- Must be comfortable working with large crowds
- Must have basic knowledge of simple mathematical functions, like percentages, etc.
- Must have ability to interact with high degree of professionalism at all levels with business partners and guests.
- Must have excellent verbal and non-verbal communication skills, and the ability to interact cheerfully with guests while working under considerable pressure in crowds and with difficult guests
- Good written communication skills are needed to prepare reports and take down information accurately and thoroughly
- Have the ability to positively influence others to achieve results that are in the best interest of the organization
- Should have a personal passion and interest in the conservation of the West Country Historical Society's assets
- A secondary conversational language skill is highly desirable, particularly French

## **EDUCATION AND EXPERIENCE:**

- Enrolled in High School or a Post Secondary Program
- Minimum of one year of customer service experience preferred
- Previous experience in a Museum, Theatre, Amusement Park, Hotel or related attraction preferred

## **PHYSICAL DEMANDS & WORK ENVIRONMENT:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employees is frequently required to stand, sit, walk, reach with hands and arms and talk or hear. The position involved standing for long periods of time. It may also involve considerable physical exertion, such as extensive walking, bending, stooping and occasional lifting of heavy objects (up to 15 pounds) and the use of stairs. This position requires employees to work outdoor for periods of time. There are routine exposures to significant levels of heat, cold and moisture.

**POSITION SPECIFICS:**

- This is a full-time/seasonal position for up to 40 hours per week
- Flexible hours – night events, weekends and holidays required
- Must be able to work on all major holidays
- Must be able to work 5 days per week
- This position is seasonal with no guarantee of employment or benefits beyond the duration of the season

Send your resume to: [bpm.bideford@gmail.com](mailto:bpm.bideford@gmail.com)