

Job Posting: Remote Visitor Experience Assistant

A **Remote Visitor Experience Assistant** is required for the Museum of Ontario Archaeology beginning **Monday, November 2nd** and ending Friday, March 26th, 35hrs/week, **\$14.00/hour**. This position is funded by Young Canada Works in Heritage Organizations, and applicants must meet eligibility criteria: <https://www.canada.ca/en/canadian-heritage/services/funding/young-canada-works/students-graduates/heritage-organizations-students.html>

The Remote Visitor Experience Assistant will be responsible for museum communications, creating and distributing social media, updating the museum website, responding to phone and email inquiries, online gift shop services, processing and scheduling pre-registered tours and online workshops, scheduling programs, promoting the museum, and ensuring courteous and professional quality service. This position will also offer the opportunity for the successful candidate to be involved in the development and analysis of audience research.

This position is expected to primarily work from home but may include some on-site work, should health and safety conditions allow. The position requires a computer with a stable internet connection, familiarity MS Office software such as Teams, Word, Excel, and PowerPoint as well as experience with social media platforms such as Facebook, Twitter, and Instagram.

Description of job tasks:

- Provide enthusiastic and mandate-informed customer engagement through digital and remote platforms such as Facebook, Twitter, Instagram, YouTube, and the museum's monthly e-newsletter.
- Respond to email and social platform correspondence, check phone messages, take bookings and direct inquiries, as needed.
- Administer and assist with the development and delivery of remote programs such as online workshops and events, remote tours, and digital fundraising.
- Monitor and update the museum website and notice boards.
- Monitor online gift shop inventory and sales.
- Monitor and update distribution lists.
- Create and distribute monthly newsletters.

The successful candidate will have the capacity to problem-solve and multi-task without compromising their professionalism, job quality, or visitors' expectations of a public museum. We are looking for someone with a strong work ethic, good communication skills, a background in customer service or hospitality and post-secondary experience in Anthropology/Archaeology, Public History, Museum Studies, First Nations studies, or similar University program.

Please familiarize yourself with the museum by looking over our website and social media content before applying and include in your covering letter how you meet the Young Canada Works eligibility requirements.

Applications due by **Friday, October 16th, 2020**

Send applications to:

Cindy Barrett

Administrative Officer

Museum of Ontario Archaeology

Cindy@archaeologymuseum.ca