

## Job Title: Customer Service Assistant

Location:

**Thunder Bay Museum**

425 Donald Street E.

Thunder Bay, ON P7E 5V1

Tel: (807) 623-0801 Fax: (807) 622-6880

Email: [info@thunderbaymuseum.com](mailto:info@thunderbaymuseum.com)

Web: [www.thunderbaymuseum.com](http://www.thunderbaymuseum.com)



**Duration:** 8 weeks, 35 hours per week

**Rate of Pay:** \$16.55/hour

**Tentative Start Date:** 14 June 2024

**JOB DESCRIPTION:** The Visitor Services Assistant will promote and strengthen visitor experiences at the Thunder Bay Museum during the peak season of the summer. Duties include communication with members & guests, distributing surveys, promotion of programs, services, and events, and social media marketing.

**PRIMARY QUALIFICATIONS:** Strong organizational skills, customer service experience, excellent communication skills, experience with computers, interest in history an asset. Post-secondary education preferred.

### CONDITIONS OF EMPLOYMENT:

1. Must sign a confidentiality agreement;
2. be between 15 and 30 years of age at the start of the employment\*;
3. 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,
4. 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

\*The youth must be 15 years of age at the beginning of the employment period. The youth may be more than 30 years of age at the end of the employment period as long as the youth was 30 at the beginning of the employment period.

\*\*International students are not eligible participants. International students include anyone who is temporarily in Canada for studies and who is not a Canadian citizen, permanent resident, or person who has been granted refugee status in Canada. Youth awaiting a refugee status ruling, as well as those who hold a temporary visitor visa, youth visa or work visa are ineligible. As the objective of the Canada Summer Jobs program is to support youth entering the

Canadian labour market, the temporary nature of an international student's time in Canada does not allow for a long-term connection to the labour market.

**WORKING CONDITIONS:**

1. Physical Demands: This position possibly involves physical exertion produced by the incumbent in carrying out the responsibilities of the position beyond a standard office environment. The position requires the occasional ability to lift 22 kg above one's head, crawling, crouching, climbing, and lifting, carrying, and manual labor related tasks. It also involves extended time sitting, walking, and standing.
2. Environmental Conditions: This includes conditions in the work environment that have potential for negative physical impact on the incumbent. Areas of the job location are potentially dirty (including but not limited to allergens, irritants, toxins, and animal waste), loud noises, and temperature extremes from -40° C to 35° C. The incumbent may be required to wear PPE (personal protective equipment) to mitigate these risks.
3. Sensory Demands: Sensory demands are an intense; incumbents will be required to use touch, smell, sight, and hearing to perform their duties on a regular basis.
4. Mental Demands: Mental demands indicate psychological impacts that are an unavoidable part of the job and place increased mental demands on the incumbent.

**ONTARIO HUMAN RIGHTS CODE:** It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted must not include references to any of the above characteristics.

Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

Note: The above documentation will be requested by the Thunder Bay Museum should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

**ACCOMMODATION:** Reasonable accommodations are available upon request for all parts of the recruitment process.

**APPLICATIONS:**

Resume with covering letter emailed or mailed to:

Mr. Scott Bradley, Executive Director

Thunder Bay Museum

425 Donald St. E.

Thunder Bay, ON P7E 5V1  
[director@thunderbaymuseum.com](mailto:director@thunderbaymuseum.com)

**DEADLINE:** 30 April 2024

The Thunder Bay Museum is an equal opportunity employer and encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, and women. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

We appreciate your interest; however, only those selected for an interview will be notified.

**About the Thunder Bay Museum:** The Society was founded in 1908 as a historical society and a museum was added in 1942 and expanded several times since. Though much of its funding comes from the City of Thunder Bay, the Society is an independent, not-for-profit organization that now operates a museum, archives, and historical society in a designated heritage building that it has restored and retrofitted, and which is leased from the municipality. The Society has an annual operating budget of approximately \$800,000 and employs eight permanent staff, multiple contract staff, and dozens of volunteers. It also has a capital budget that varies depending on its needs. Staff include an executive director, curator/archivist, chief operations officer, exhibit curator, education and outreach officer, front desk receptionist/gift shop manager, and a bookkeeper.