

Job Title: Visitor Services 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

Web: www.thunderbaymuseum.com



Duration: 32 days, 7.25 hours per day

Rate of Pay: \$17.60/hour

Tentative Start Date: 1 June 2026

JOB DESCRIPTION: The Visitor Services Assistant will promote and strengthen visitor experiences at the Thunder Bay Museum during the summer peak season. Duties include communication with members and guests, distributing surveys, promoting programs, services, and events, and social media marketing. This role is critical for the Museum to provide the highest level of customer service to our visitors, especially during those summer months when many tourists from all over Canada, the USA, and the rest of the world visit.

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. Must be enrolled in a secondary or post-secondary institution (currently or for the fall semester) OR you must have graduated within the past six months;
3. Must be a minimum of 15 years of age. There is no maximum age limit;
4. Must be a resident of Ontario during the term of employment;
5. Must be legally entitled to work in Canada and have a valid Canadian Social Insurance Number (SIN) for the full duration of your summer employment.

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.

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

DEADLINE: 1 May 2026

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process. Applicants can make their needs known by contacting the museum in advance.

The Thunder Bay Museum is an equal opportunity employer that encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, and women.

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.