

# Job Posting



## Position: Programs Assistant (Job-Shadow)

The Great Lakes Museum seeks a **Programs Assistant** with excellent customer service skills to assist Museum staff with school and community outreach programs and program development. The Program Assistant will be exposed to a variety of activities that keep a museum working in both “front of the house” and “back of the house” operations. This position is a great opportunity to work in a friendly, creative and collaborative work environment while developing education programs, project planning and communication skills. The Museum’s mission is to inspire an enduring connection to the maritime heritage of Kingston and the Great Lakes

### Key areas of responsibility:

- Assist the Programs and Communications Manager in the development and delivery of public program activities to youth and the general public, both virtual and in person.
- Greet visitors to the Museum, give interpretive tours of the National Historic Site to enhance visitor experience, track visitor feedback and attendance, and enforce any Covid-19 protocols that may be required to maintain a safe environment
- Assist respective Managers with administrative tasks and projects as required, including; monitoring and responding to phone and email queries, receiving and processing program bookings and donations

### Preferred Qualifications and Skills:

- Must have excellent customer service and communication skills with youth and adults.
- Education or experience in developing and delivering educational programs, environmental science or history an asset. Experience delivering programs to persons with disabilities is an asset.
- Computer literate in Microsoft Excel and Word; graphic design experience is an asset.
- Ability to work independently or with a small team in a public environment.
- Bilingual (French/English) is an asset.