Canadian Museum of Immigration at Pier 21 Volunteer Position Description

The Canadian Museum of Immigration at Pier 21 is committed to having a skilled, diversified workforce reflective of Canadian Society. Applications are invited from all qualified candidates, including Indigenous persons, women, people of any sexual orientation, gender identity or gender expression, visible minorities, racialized people, and people with disabilities. The Museum is committed to developing inclusive, barrier-free selection processes and work environments.

Position Title: Visitor Experience Volunteer

Position Summary

Assist the Visitor Experience team with various tasks involved in the day-to-day interpretation of permanent and temporary exhibitions. This would include welcome visitors, in both official languages and assisting with wayfinding within the Museum.

Required Skills/Experience

- Outgoing and energetic.
- Able to engage and interact with a variety of people.
- Able to work as part of a team as well as independently.
- Excellent public speaking skills.
- Punctuality.
- Good command of the English language.
- Bilingualism (French/English) and customer service experience is an asset.

This role requires volunteers to complete a criminal record check and provide results of a child abuse registry search prior to engaging in volunteer activities at the Museum.

Occurrence

- Time/Place: Work to occur during operating hours at the Museum. Weekly shift to be determined based on openings in existing schedule. Maximum three hours per shift.
- Volunteers are expected to commit to at least one scheduled shift per week during the tourist season (April to November).
- Working Conditions: Standing or sitting for long periods of time and working with difficult or sensitive content. Evening shifts may be required.

Training & Supervision

- General Museum orientation provided by the Volunteer Services Manager.
  Visitor Experience team member delegate(s) will provide instruction and information necessary to perform tasks.
- Supervision: This position reports to the Assistant Manager, Interpretation or delegate.