



Career Opportunity: Visitor Services Manager

The Creston Museum is seeking a dynamic, motivated individual to join our team as Visitor Services Manager.

We are a small community museum with a big presence! We do all the things you'd expect a museum to do – manage collections, create exhibits, run a busy schedule of programs and activities – and, on top of all that, we are *very* connected to our community. If you're looking for an opportunity to make a difference, to make your community a better place, and to help people connect with the community's story, this is the role for you.

This is a full-time, permanent, second-in-command position. As Visitor Services Manager, you report directly to the Curator/CEO. You're responsible for all visitor-facing activities and related administrative tasks. You're one of only two full-time staff members, but you have a team of volunteers, a part-time maintenance person, and seasonal employees to help you do it.

Duties and Areas of Responsibility:

1) Visitor Services:

- Visitor reception and orientation
- Planning and implementation of all on-site visitor programs and activities, including seasonal events, school programs, gallery tours
- Planning and development of short-term and pop-up activities and displays such as Canada Day, community anniversaries, etc, in collaboration with the Curator/CEO
- Management of the gift shop, including inventory, stocking, and revenue tracking within established budgets
- Simple (single-source) visitor research requests, such as genealogical inquiries and photo reproductions
- Promotions, including print, social, and broadcast media and the Museum's website
- Identification, based on visitor feedback, of potential visitor services projects and activities, exhibit and programming content, and community collaborations and partnerships; and implementation of them in collaboration with the Curator/CEO
- Ensuring site cleanliness and visitor safety through routine cleaning and minor maintenance, monitoring facility conditions, and referring issues to the maintenance person

2) Personnel Management:

- Recruitment, hiring, and training of seasonal staff, in collaboration with Curator/CEO
- Daily supervision, scheduling, and task delegation of seasonal staff and volunteers
- Recruitment, training, and support for visitor services volunteers

3) Collections Practices:

- Receipt and triage of objects and archival materials offered to the Museum, within established collections policies

- Collections database maintenance tasks as required for collections items used in programs, activities, and pop-up displays

4) Administration:

- Maintenance of visitation records and statistics, including impact statements and visitor surveys
- Daily cash management, revenue tracking, and basic bookkeeping arising out of visitor services activities
- Purchase of day-to-day supplies
- Tracking project-related expenses and revenues
- Volunteer coordination, including contact information and record-keeping, job postings, communications, and recognition activities
- Membership management and communications
- Coordination of facility rentals, including bookings, invoicing, and revenue tracking
- Grant-writing and reporting for visitor services-related projects
- Monthly activity reports to the Board of Directors

Qualifications:

- Ambitious and creative self-starter, able to learn quickly
- Minimum two years' experience in a related role, ideally in a museum or heritage setting, including previous interpretive experience
- Previous experience in staff and/or volunteer management, program development and delivery, marketing, and/or business administration is required; the ideal candidate will be able to demonstrate some experience in two or more areas
- Proven track record of leadership and collaborative roles in visitor/customer service
- Excellent communicator, both verbally and in writing
- Post-secondary education or specialized training in a relevant field, or equivalent lived experience, is an asset
- Demonstrated competency in relevant apps and platforms, including Microsoft Word and Excel, Wordpress, bookkeeping platforms, social media platforms, graphic design platforms such as Canva, and basic photo editing apps.

Terms of Employment:

- This is an on-site, in-person role
- 35 hours per week, including some evening and weekend hours
- \$45,500 annual salary to start
- Three weeks paid vacation annually
- Employer-paid extended health plan
- Vehicle allowance and budget for professional development
- Flexible stat holidays

To Apply:

We anticipate a start date in October 2026.

Send your resume and cover letter, detailing your relevant experience and qualifications, to Tammy Bradford, Curator/CEO, at tammy@crestonmuseum.ca.

Deadline to apply: 15 September 2026

We are posting this position internally and externally

We are an equal-opportunity employer! The Creston Museum greatly values the energy and creativity that comes from a diverse team. We welcome and encourage applications from people of visible and linguistic minorities, First Nations individuals, and people with disabilities. Please note: the nature of our site does present some mobility/accessibility challenges, but we will do our best to accommodate your needs.