

Safe for Life.

Posting Title: Visitor Experience Assistant
 Unit/Section: YouthLink Calgary Police Interpretive Centre
 Location: CPS Westwinds Campus, 5111 – 47th St NE
 Position(s): Part-Time Contract Position
 Hours of Work: 14 hour work week. (Friday and Saturdays, 9:00 am - 4:30 pm) and the ability to work evenings
 Compensation: \$18/hour - \$20/hour

Organization Information:

YouthLink Calgary Police Interpretive Centre is a non-profit organization and a registered police museum where crime prevention, community policing, education and history are at the heart of everything we do. YouthLink operates in partnership with the Calgary Police Service to deliver relevant and meaningful content to Calgary youth and adults. Our museum and programs engage visitors and focus on crime prevention, forensic science, and the Calgary Police Service's history and current role in our community.

Position Information:

Reporting to the Visitor Experience Manager, this position will provide the successful candidate with an introduction to facilitation, public programming, and special events in a museum/non-profit setting. Working Friday and Saturdays, individuals will be required to delivery engaging museum tours along with a variety of public programs including youth and adult programs. Moreover, this position will help with the creation and execution of special events.

Responsibilities of a Visitor Experience Assistant:

- Serve as a guide and storyteller, sharing the museum's content in engaging tours that create meaningful, memorable experiences for visitors.
- Act as a welcoming ambassador for the museum by greeting, orienting, and assisting guests throughout their visit.
- Deliver exceptional visitor experiences through clear communication, high energy and an engaging, personable approach.
- Assist with front desk operations, including managing daily bookings, tracking visitor statistics, and processing gift shop sales, merchandising and inventory accounts.
- Contribute to the research, design and delivery of interactive public programs and activities for audiences of all ages.
- Provide administrative and operational support for daily programming and special events, including hosting birthday parties.

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- Assist with daily museum upkeep, including light cleaning, exhibit maintenance, and ensuring public spaces and displays remain safe, clean, and presentation-ready for visitors.

Qualifications

- Strong communication and interpersonal skills with the ability to engage diverse audiences in a welcoming and professional manner.
- Confident public speaker with an engaging, high-energy presence and a passion for storytelling.
- Interest in museums, education, public history, with a desire to develop skills in program facilitation and visitor engagement.
- Ability to work collaboratively as part of a team while also managing individual responsibilities.
- Comfortable with front-of-house duties, including guest services, basic administrative tasks, and point-of-sale transactions.
- Organized, detail-oriented, and able to manage multiple tasks in a fast-paced, public-facing environment.
- Experience working with the public, children, or diverse audiences is an asset (e.g., customer service, education, tourism, or events).
- Flexible availability, including weekends, holidays, and special events, as required.
- Legally entitled to work in Canada;

Additional Information:

- A CPS enhanced security clearance will be conducted for this position.
- This is an hourly position working around 14 hours a week.
- The person in this position may be asked to work weekends and evenings on occasion and may be asked to attend external presentations and events.

Application Process:

Please submit your cover letter and resume directly on Indeed.

Please note that resumes without a cover letter will not be considered.

Thank you to all who apply, but only those selected for an interview will be contacted.

YouthLink Calgary encourages applicants from diverse communities and across the Government of Canada's job equity groups.