



**ROYAL  
AVIATION MUSEUM**  
OF WESTERN CANADA

## Visitor Experience and Operations Agent

**Location:** 2088 Wellington Avenue, Winnipeg, MB R3H 1C5  
**Compensation:** \$17/hour  
**Job Type:** Part-time (with potential for increased hours during peak seasons)  
**Reports To:** Manager of Visitor Experience

The Royal Aviation Museum of Western Canada is dedicated to preserving and showcasing the rich history of aviation in western and northern Canada. Located on the James A. Richardson International Airport campus in Winnipeg, our museum offers a dynamic and interactive experience for visitors of all ages.

### Position Overview

As a Visitor Experience Agent you will be a key team member ensuring every guest enjoys a memorable, engaging, and safe experience. Your role will encompass customer service, visitor engagement, and operational support. To succeed in your role, you will be outgoing and enthusiastic in your interactions with our guests and our volunteer team.

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### Key Responsibilities

#### Visitor Engagement

- Be welcoming to visitors, providing information about exhibits, events, and museum amenities.
- Engage in the interactive exhibits, facilitating hands-on learning experiences.
- Participate in birthday party bookings, family-based activities and programming.
- Collaborate with volunteers to ensure safety of people and artefacts.

#### Customer Service & Sales

- Operate the ticketing desk, processing admissions and memberships efficiently.
- Greet every visitor in the giftshop, promote museum merchandise, and complete sales transactions.
- Do merchandising and restocking under the direction of the manager.
- Handle phone and email inquiries, providing timely and accurate information.
- Promote museum programs and events, encouraging repeat visits and memberships.

#### Operations & Event Support

- Assist in the setup, operation, and teardown of exhibits and special events.
- Ensure the museum environment remains clean, organized, and welcoming.
- Support the safety plan of the museum, addressing any concerns promptly.



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## Physical Requirements

- Lift up to 50 pounds and assist with the movement of exhibits and materials.
  - Navigate various museum spaces, including stepping over barriers and standing for extended periods.
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## Desired Qualifications

- Interest in aviation and a willingness to learn about the museum's exhibits.
  - Excellent communication and interpersonal skills.
  - Ability to work both independently and as part of a team.
  - Strong organizational skills and attention to detail.
  - Experience in customer service and retail sales
  - Ability to work weekends, holidays, and occasional evenings.
  - Satisfactory criminal record and vulnerable sector check required
  - Fluency in English
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## Why Join Us?

- Be part of a passionate team dedicated to preserving aviation history and inspiring youth to learn more about aviation and aerospace.
- Opportunities for professional development and advancement.

## Application Process

Please submit a resume and cover letter outlining your qualifications and why you are interested in this position by email to [HR@royalaviationmuseum.com](mailto:HR@royalaviationmuseum.com) with the subject line: **Visitor Experience Agent**. The position is advertised until filled. We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.

The Royal Aviation Museum of Western Canada is committed to inclusion and employment equity and welcomes diversity in the workplace. Accommodations will be provided throughout the selection process upon request.

The home of the Royal Aviation Museum of Western Canada is located on Treaty 1 territory, the traditional territory of Anishinaabe, Cree, Oji-Cree, Dakota, Lakota and Dene Peoples, and the National Homeland of the Red River Métis. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.