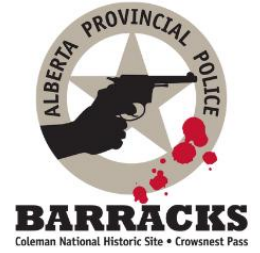




# SEASONAL EMPLOYMENT OPPORTUNITY

*Spring & Summer 2025*



## MUSEUM SUPERVISOR [SEASONAL]

The Crowsnest Museum & Archives is seeking a proactive and motivated individual to fill the role of Museum Supervisor [Seasonal] at the museum and A.P.P. Barracks for the spring and summer of 2025.

Reporting to the Museum Operations Lead, the Museum Supervisor will be required to assist the Operations Lead with administration and special projects at the Crowsnest Museum and the Alberta Provincial Police Barracks. The Museum Supervision position is intended to allow the successful applicant to gain limited practical and administrative experience as an entry-level supervisor in addition to their regular tasks as a seasonal staff member.

### Duties

- Provide an exceptional guest experience at the Museum and Barracks by maintaining a professional, clean and safe environment for all visitors and staff
- Perform data entry and other administrative tasks as required
- Participate in and lead special projects as directed by the Museum Operations Lead
- Assist the Museum Operations Lead with the supervision, operation, and maintenance of both the Crowsnest Museum and the A.P.P. Barracks
- Provide effective support and direction for seasonal staff at the Crowsnest Museum & Archives
- Assist with visitor services (including the Museum Gift Shop), fundraisers, exhibit development, programming, and collections work as required
- Respond professionally and proactively to visitor concerns and incidents

### Qualifications

- Education or experience working at a museum or heritage site (or similar)
- Good communication, time management, and organizational skills
- Excellent customer service skills
- Familiarity with the Crowsnest Pass and its history is considered an asset

Successful candidates will be required to adhere to Heritage Crowsnest policies and procedures while working at the Crowsnest Museum & Archives and A.P.P. Barracks. This is a full time seasonal position (37.5 hours/week) beginning early May through to August 31 with the possibility of an extension into autumn. The wage is \$20.00/hour.

Please apply by emailing your cover letter and resume to [museum@heritagecrowsnest.com](mailto:museum@heritagecrowsnest.com)

*We thank all applicants for their interest, however only those selected for an interview will be contacted.*

**HERITAGE  
CROWSNEST**



CROWSNEST MUSEUM & ARCHIVES  
[cnmuseum@shaw.ca](mailto:cnmuseum@shaw.ca)  
403-563-5434  
[crowsnestmuseum.ca](http://crowsnestmuseum.ca)

## **ROLE PROFILE**

### **MUSEUM SUPERVISOR (SEASONAL)**

The Museum Supervisor will work directly under the Museum Operations Lead. Their primary function is to oversee the day-to-day operations of the Crowsnest Museum and APP Barracks, specifically focusing on summer program delivery and guest services. This individual will ensure that guest satisfaction is consistently at a high level, that the seasonal staff are on-task and working well, oversee any booked tours are being delivered at a high quality, and that the facility is clean and in proper condition.

Duties of Shift Supervisor may include, but are not limited to;

- Responsible for the safe, efficient, and professional operation of scheduled programs
- Interpreting the rich history of the Crowsnest Pass
- Maintain a safe, inclusive, and friendly atmosphere for all guests, staff, and stakeholders.
- Provide guest services including tour bookings and check-ins, gift shop sales & restocking, customer/tourist information service, cash handling, using a Point-of-Sale system and booking software.
- Perform and ensure maintenance and cleaning duties are completed to a high standard.
- Be a positive promoter of tourism in the Crowsnest Pass
- Participate in special events.
- Handle immediate customer and staff concerns.
- Complete necessary safety checks.
- Manage scheduled break times.
- Assist in training.
- Help maintain a calm and productive work environment.

The Museum Supervisor is required to adhere to *Heritage Crowsnest* policies and procedures while working at the *Crowsnest Museum & Archives*, and *A.P.P. Barracks*.

Museum Supervisor will report to the Museum Operations Lead, and Heritage Crowsnest CEO when required.

- The Museum Operations Lead shall determine the assignment and workflow of all *Crowsnest Museum* tour programs.
- The Museum Operations Lead is the point of contact for all Human Resources related issues including scheduling. The Museum Operations Lead will also determine tasks and workflow for all functions related to operation of site.
- If safety issues arise the Museum Operations Lead will assess.