

**Job Title: Visitor Experience Lead**

Employment Type: Onsite, full-time permanent

Salary: \$45,000-\$48,000 (37.5 hrs/week, Wed-Sun)

Reports to: Senior Manager, Youth & Public Programs

The Confluence Historic Site & Parkland is seeking a friendly, dependable, and detail-oriented Visitor Experience Lead to serve as the first point of contact for visitors. This role is pivotal in creating a welcoming and informative experience, ensuring smooth daily operations at the front desk, supporting retail operations, and contributing to public programs. The ideal candidate will demonstrate strong communication, organizational, and customer service skills, with a passion for engaging the public and public speaking.

About the Position

Some tasks and responsibilities for this position will include –

Front Desk & Museum Interpretation (45%)

- Greet and assist all visitors in a warm, professional manner.
- Provide general museum information, answer visitor questions, and interpret the museum's exhibits and history.
- Oversee front desk operations including admissions, ticketing, and visitor inquiries.
- Assist with administrative tasks such as compiling attendance numbers or daily reports.
- Maintain the cleanliness, organization, and professionalism of the front desk and lobby areas.
- Maintain the info email and respond to inquiries in a timely manner.
- Train and support part-time staff on the front desk as needed.
- Train and support museum attendant volunteers as needed.

Gift Shop Operations (20%)

- Open and close the museum gift shop
- Process sales transactions accurately using the POS system.
- Monitor inventory and restock merchandise.
- Assist with visual merchandising and suggest product improvements based on visitor feedback.

Public Programs & Tours Support (20%)

- Assist with the setup, staffing, and cleanup of public programs and events.
- Learn and support walking tours and interpretive activities, including occasional facilitation or backup support.
- Provide logistical help to programs as needed.

Other Duties (10%)

- Support other branches of Creative Experience as needed.

Collections Support (5%)

- Assist the Collections team as needed with cleaning and the maintaining of the exhibits
- Support exhibition installations and deinstallations as needed.

Qualifications:

- Minimum 2 years of customer service or retail experience.
- Strong interpersonal skills with a professional and welcoming/friendly demeanor.
- Ability to handle multiple tasks and stay organized in a dynamic public environment.
- Ability to interpret and discuss complex and difficult histories
- Experience in leading tours is considered an asset
- Ability to speak another language is considered an asset
- Current (or readiness to obtain) Level 1 Emergency First Aid & CPR Certificate.
- Ability to stand for extended periods and lift up to 25 lbs.

Compensation and hours

- \$45,000 - 48,000 annually, 37.5 hours a week
- Shifts are Wednesday-Sunday, 9:15am-5:15pm (occasional evenings, as needed to support programs)
- Free parking on site
- Professional development opportunities

Application instructions

- Please submit your resumé and cover letter (required) to The Confluence via email at hr@theconfluence.ca with the job title in the subject of your email by **Sunday, Aug. 10, 2025**.
- Successful candidates will be required to undergo a Police Information Check.
- Anticipated start date of late-August, early September

The Confluence is an equal opportunity employer. The Confluence team is guided by a shared commitment to community, reconciliation, integrity, sustainability, inclusiveness, and respect. The Confluence welcomes applications from qualified individuals from all backgrounds.

About The Confluence

The confluence of the Bow and Elbow rivers has been a place of significance to Indigenous Peoples long before 1875, when the North-West Mounted Police established a site of colonial occupation called Fort Calgary and prepared the way for a new settler-colonial community.

This place remains significant to Indigenous peoples today, and The Confluence Historic Site & Parkland is a destination for locals to find a sense of identity and connection to the land they live on, and for tourists to learn the stories and cultures of this special place