



Visitor Experience Facilitator (Seasonal, Summer 2025)

The London Children's Museum is looking for enthusiastic, kind, and customer-focused Visitor Experience Facilitators (VEF) to join our team in our new home at 100 Kellogg Lane! Working with the Visitor Experience team, VEFs help ensure visitors have a positive and memorable experience at the London Children's Museum. Our new team members will exemplify our organizational values: **Listen Closely, Be Awesome, Stay Curious, Be Helpful, Include Everyone, Dream Big, and Have Fun.**

Position: Hourly seasonal contract; Averaging 37.5 hours/week; Sunday–Thursday or Tuesday–Saturday schedule (two positions available); Contract runs from June 2 to August 31

Compensation: \$17.20/hour

Key Responsibilities:

- Provide an exceptional experience and customer service to all visitors
- Create a safe and welcoming environment for learning by maintaining exhibit cleanliness, museum tidiness, and overall organization
- Interact with families and proactively respond to visitor needs
- Invoke children's natural curiosity through the use of materials, exhibits, and artifacts
- Facilitate quality public programs, including, star shows, fossil shows, artifact interactions and STEAM
- Deliver memorable birthday party experiences
- Ensure a positive visitor experience during facility rentals and special events
- Model the London Children's Museum's values and pedagogy in all interactions
- Participate in community outreach programs as needed
- Be a helpful, positive, and engaged member of the London Children's Museum team
- Other duties as required

Skills & Requirements:

- Enthusiasm for hands-on, experiential learning
- Demonstrated experience in customer service
- Specific interest or expertise in the area(s) of science, art, education, and more
- Previous experience working with children and families
- Strong verbal and interpersonal skills
- Child & Infant First Aid and CPR training are considered an asset
- Must provide a vulnerable sector check
- Between the ages of 16 and 30 years of age at start of employment (June 2, 2025)
- Was registered as a high school, college, CEGEP, or university student (as defined by their educational institution) in the semester preceding the work assignment
- Returning to studies at the end of the work assignment
- Registered in the Young Canada Works (YCW) online candidate inventory (Note: The candidate must not have worked under the YCW grant at the London Children's Museum in the past but could have worked under the YCW Grant at another agency)

- Willing to commit to the full duration of the work assignment (June 2 - August 31, 2025)
- Not employed in another full-time position (over 30 hours/week)
- Be a Canadian citizen, a permanent resident, or a person to whom refugee protection has been conferred under the immigration and refugee protection act
- Legally entitled to work in Canada in accordance with relevant provincial legislation and regulations
- Ability to work weekends, holidays, and some evenings

To apply: Submit your resume and cover letter to recruitment@londonchildrensmuseum.ca by Friday, May 16th 2025 at 5pm

The London Children's Museum is committed to creating inclusive employment practices and work environments that celebrate the dignity and uniqueness of every individual. Every effort is made to reduce accessibility barriers during the candidate recruitment and selection process. Accommodations are available during every step of the hiring process.