

Visitor Experience Facilitator

The London Children's Museum is looking for enthusiastic, engaging, and customer-focused Visitor Experience Facilitators (VEF) to join our team. 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, Stay Curious, Be Awesome, Be Helpful, Dream Big, Include Everyone, and Have Fun.**

Position: Part-time seasonal contract, ending June 30, 2026, with opportunity for extension; 10-30 hours; weekday, weekend, and evening shifts available

Compensation: \$17.60/hour

Key Responsibilities:

- Provide an exceptional experience and customer service to all visitors
- Create a safe and welcoming environment by maintaining exhibit cleanliness, museum tidiness, and overall organization
- Facilitate quality **public programs**, including star shows and artifact interactions
- Facilitate hands-on STEAM-based programs in the **Discovery Lab**
- Facilitate exciting and interactive **birthday parties** for children and families
- Interact with families and proactively respond to visitor needs
- Invoke children's natural curiosity through the use of materials, exhibits, and artifacts
- Ensure a positive visitor experience during facility rentals and special events
- Model the London Children's Museum's values and pedagogy in all interactions
- Assist with community outreaches and education 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
- Outgoing and engaging individual with skills in program facilitation
- 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
- Legally entitled to work in Canada following relevant provincial legislation and regulations
- Ability to work weekends, holidays, and some evenings



Apply: Please submit your cover letter and resume to recruitment@londonchildrensmuseum.ca by 11:59 pm on September 18, 2025.

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.