



Visitor Experience Facilitator (Summer Contract)

The London Children's Museum is looking for an enthusiastic, engaging, and customer-focused Visitor Experience Facilitator (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 member will exemplify our organizational values: **Listen Closely, Stay Curious, Be Awesome, Be Helpful, Dream Big, Include Everyone, and Have Fun.**

Position: Hourly seasonal contract averaging 37.5 hours per week; must have weekday, evening and weekend availability

Contract Dates: June 1, 2026, to September 6, 2026

Compensation: \$18.00/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 museum public programs, including pop-up demonstrations, star shows, fossil shows, and artifact interactions
- Facilitate hands-on STEAM-based programs in the exhibits and the Discovery Lab
- Facilitate exciting and interactive birthday party experiences for children and families
- Assist in developing new programs that encourage hands-on and inquiry-based learning experiences for children within a museum environment
- Interact with families and proactively respond to visitors' 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 values and pedagogy in all interactions
- 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
- Standard First Aid and CPR C are considered an asset
- Must provide a vulnerable sector check if over the age of 18
- Must be between the ages of 16 and 30 years of age at start of employment (June 1, 2026)



- Must be registered as a high school, college, CEGEP, or university student in the semester preceding the work assignment and intend to return to studies during or after the work assignment
- Willing to commit to the full duration of the work assignment
- Not employed by another full-time position (over 30 hours/week)
- Be a Canadian citizen, a permanent resident, or a person to who refugee protection has been conferred under the immigration and refugee protection act
- Legally entitled to work in Canada in accordance with provincial legislation and regulations
- Ability to work weekends, holidays, and some evenings

Note: This position is part of the Young Canada Works (YCW) program. The candidate must be willing to be registered in the Young Canada Works online candidate inventory and 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.

To apply, please email cover letter and resume to recruitment@londonchildrensmuseum.ca by Sunday, April 12 at 5:00 pm.

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.