



## **Tour Guide Job Posting ( Summer 2025)**

The Great Lakes Museum's mission is to inspire an enduring connection to the maritime heritage of Kingston and the Great Lakes. We do this through interactive galleries, educational programs and guided tours, and special events. We are seeking **Tour Guides** with excellent customer service skills to deliver engaging and informative tours of the 1907-built S.S. Keewatin and the Great Lakes Museum (Dry Dock and Pumphouse National Historic Site), throughout the busy summer season. Delivering guided tours aboard the Island Belle cruise ship as part of our Shipwrecks Tour may also be included in tour guide duties. This position is a great opportunity to work in a friendly, creative and collaborative work environment while developing visitor experience, communications and leadership skills. Both full-time and part-time positions are available at \$18.50/hour for up to 18 weeks starting Monday, April 28<sup>th</sup> with the potential for extension into September and October.

**Application deadline: Friday, March 28 at 5pm**

### **Key areas of responsibility:**

- Enhance visitor experience by delivery engaging tours of the S.S. Keewatin, a 1907 passenger steamship, and the museum's galleries
- Provide front-line guests services including, greeting visitors, providing wayfinding, checking-in guests, track visitor feedback and attendance, processing ticket sales and gift shop purchases
- Be an ambassador for the Museum by promoting its mission, projects and experiences to encourage repeat visits and experience bookings
- Ensuring proper maintenance of the museums galleries, including, but not limited to sweeping/vacuuming high traffic areas, dusting, replenishing printed materials
- Ensure proper maintenance and upkeep of the ship; including, but not limited to, cleaning artefacts, sweeping/vacuuming high traffic areas, resetting staged areas of the ship
- Assist with museum experiences, programs and special events as needed.
- Assist respective Managers with administrative tasks and projects as required, including; monitoring and responding to phone and email queries, receiving and processing program bookings and donations

**Preferred Qualifications and Skills:**

- Must have excellent customer service and oral communication skills
- Interest in public education, maritime history, engineering, tourism, Canadian heritage, marine transportation
- Experience in delivering guided tours, educational programs or engaging with the public in-person
- Problem-solving skills and ability to shift to changing circumstances
- Ability to lead groups and deliver engaging content to groups large and small
- Demonstrated ability to take initiative and work in a fast-paced environment
- Ability to work independently or with a small team in a public environment
- Must be willing to work weekends throughout the summer, including Labour Day weekend

**Physical requirements:**

- Ability to stand for long periods of time
- Ability to navigate narrow hallways and steep stairs
- Ability to work in changing environmental conditions; cold, heat, humidity
- Tolerance for motion and ability to maintain balance while standing (Though the ship is anchored in the dry dock, it is on the water and movement can be felt when inside, particularly on windy days)

*Statement regarding site accessibility: The S.S. Keewatin is not accessible to those with mobility concerns. Mobility devices of any kind are not allowed on the ship.*

To apply, please complete the [Great Lakes Museum Employment](#) form and send a cover letter and resume by email to Claire Notman at [education@marmuseum.ca](mailto:education@marmuseum.ca). **Application deadline: Friday, March 28 at 5pm.** We thank all applicants for their interest, however, only those selected for an interview will be contacted. The Great Lakes Museum is an equal opportunity employer.