



Celebrating 50 Years - 1975-2025



## Tour Guide Job Posting: 2026 Season

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. The Museum is a designated National Historic Site and home to the museum ship S.S. Keewatin, older than the Titanic and last of its kind in the world.

We are seeking Tour Guides with excellent customer service skills to deliver engaging and informative tours of the S.S. Keewatin and the Great Lakes Museum (Dry Dock and Pumphouse National Historic Site), throughout the busy summer season. This position is a great opportunity to work in a friendly, fun and collaborative work environment while developing visitor experience, communications and leadership skills.

**Shipwreck Tour Host:** As an additional opportunity, those applying for the Tour Guide position can also apply to host tours aboard the Island Belle. Guides host a [Shipwreck Tour](#) of Kingston Harbour that highlights the rich history of shipwrecks in the area. The project is a collaboration with 1000 Islands Cruise Lines. Please indicate on the [GLM Employment Form](#) if you are interested in being considered for this position

**Location:** Great Lakes Museum, 55 Ontario Street, Kingston | [www.greatlakesmuseum.ca](http://www.greatlakesmuseum.ca) | 613-542-2261

**Compensation:** \$18.50hr

**Hours:** Up to 37.4 hours a week. Part-time and full-time positions are available

**Start date:** April 20<sup>th</sup> **End date:** September 7<sup>th</sup> with potential for extension until mid-November

**Application deadline:** Friday, February 13<sup>th</sup> at 5pm

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

- Enhance visitor experience by delivery engaging tours of the S.S. Keewatin and the museum's galleries
- Memorize multiple written scripts and continuously evolve storytelling techniques
- Learn and convey detailed and accurate information about the Great Lakes Museum and the S.S. Keewatin, including the general histories, current events and programs
- Provide front-line guest services including, greeting visitors, providing wayfinding, checking-in guests, collect visitor feedback
- Use computerized POS system (RocketRez) to process ticket sale 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 museum's 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
- Complete 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:**

- Excellent customer service
- Excellent verbal communication in English, French is an asset
- Interest in public education, maritime history, engineering, tourism, Canadian heritage, marine transportation
- Experience delivering guided tours, educational programs, engaging with the public, leading groups
- Problem-solving skills and ability to shift to changing circumstances
- Ability to perform in front of and engage the audience routinely
- Ability to work independently or with a large team in a public environment
- Must be willing to work weekends and the occasional evening throughout the summer, including Labour Day weekend

#### **Physical requirements:**

- Ability to stand for long periods of time and lift up to 20lbs
- 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. The Shipwreck tour takes place on a moving vessel and runs mostly rain or shine)

#### **Accessibility Considerations:**

The S. S. Keewatin is not an accessible ship. Gangways, stairs and narrow corridors do not allow for the use of mobility devices. Candidates must be able to navigate narrow stairs, high doorway thresholds and uneven ground. The ship is not climate controlled and can become very hot and humid during the summer months.

#### **How to Apply**

1. Complete the [Great Lakes Museum Employment Form](#). Applications without this form completed will not be considered.
2. Send a cover letter and resume by email to Claire Notman at [education@marmuseum.ca](mailto:education@marmuseum.ca).

**Application deadline: Friday, February 13 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.

**Interviews:** Interviews will be conducted at the Great Lakes Museum, 55 Ontario Street, Kingston, February 16<sup>th</sup>-February 27<sup>th</sup>. Virtual appointments can be accommodated if necessary. Applicants will be required to deliver material from tour scripts. Scripts will be sent in advance.