

Join the RCMP Heritage Centre's Team!

Posting Title	Visitor Experience Team Member
Location:	The RCMP Heritage Centre
Position Details:	Part Time Position
Compensation:	\$19.00 per hour
Hours of Work:	26 - 30 hours/week - weekends are required, some evenings

Organization Overview

The Royal Canadian Mounted Police (RCMP) is one of Canada's longest-standing institutions and is deeply embedded in the history and unfolding story of our country. The RCMP and its symbols – the “red serge”, Mounties on horseback, and the Musical Ride – have become icons of Canadian Heritage familiar around the world.

The RCMP Heritage Centre represents a rich space for historical preservation, exploration of alternate perspectives, and the pursuit of reconciliation. It has become a major tourism destination and centre that celebrates the traditions and history of the RCMP. The RCMP Heritage Centre is a non-profit – not owned, operated, or funded by the RCMP.

The Heritage Centre is embarking on an exciting new chapter of its own story by undergoing the process to become established as a National Museum in Canada, embracing a new vision with social impact. To prepare for the path ahead, the Centre is building a team today who is bold, passionate, collaborative, and up for the challenge as we take this journey together and deliver on a vision of *discovery, exploration, reflection, and reconciliation* for all Canadians.

Position Overview

Reporting to the Manager of Visitor and Client Experience, the Visitor Experience team is responsible for developing, overseeing, and delivering an outstanding visitor experience, and supporting the RCMP Heritage Centre's key strategic priorities and growing operational demands. In this role you will make a valued contribution to the overall success of the RCMP Heritage Centre through our admissions, facility rentals, gift shop, and customer service touchpoints.

The Centre welcomes almost 30,000 guests a year from around the world. As the first point of contact, you will play an important role in creating a positive and inviting welcome to guests as far away as Nigeria, Switzerland, Brazil, Scotland and many more countries, and returning visitors from Regina, Saskatchewan, and across Canada.

You will share your flair for excellent customer service, and welcome and assist visitors, enhance their experience, inform visitors of special programs, support marketing by sharing

information about “what’s going on at the Centre”, stay on top of the events calendar, lead the admissions desk, provide support for facility rentals, and support the gift shop.

Visitor experience is an ongoing, continuous drive for excellence. You will consider every touchpoint, and work with the team to enhance and support an engaging, welcoming, friendly, accessible, and comfortable experience for all visitors and customers.

Responsibilities and Duties:

- You will be responsible for understanding the organization’s initiatives and develop a deep understanding of our products and services.
- You will be a first-line employee – welcoming visitors and clients in the day to day operations:
 - You will be responsible for keeping the building tidy and presentable, supporting visitor flow, visitor assistance, identifying visitor needs, welcome and wayfinding, access and health and safety;
 - Being knowledgeable about “what’s going on” at the Centre;
 - Using the point of sale system at the front desk and in the gift shop to assist visitors with admissions and purchases;
 - Providing a friendly and helpful, customer-service focused approach to inquiries, phone calls, emails, and in-person interactions;
 - Leading and administering in-Centre activations – like colouring sheets, movie days, crafts, audio tours, and scavenger hunts;
- You will be required to work a few weekend shifts every month. Some evening hours will be required for special events.
- You will be responsible for supporting the Facilities Rentals Lead for event rentals and recurrent events, including providing support with set-up and tear-down and being apprised of the calendar of events.
- Providing support for special, free, and public events.
- Providing retail services support in the gift shop.
- With guidance from the Marketing & Communications team, you will develop a deep understanding of the current promotions, key messages, and how to promote the activities and events of the Centre when talking to visitors.
- With guidance from the Marketing & Communications team, you will track and provide critical visitor analytics.
- Assisting with coordination of volunteers for special events, and as needed.
- Working closely with the Programming team to understand program content, identify how visitor services supports programming, identify strategic alignment or relevant overlaps or areas of support.
- Be a welcoming and informative first point of contact for visitors to the Centre – whether they are ticket-holders, meetings guests, bus tours, school groups, etc.

- Build and maintain positive relationships with veterans and partners (F Division, Depot Division).
- Ensure the admissions process and desk are tidy, functional, welcoming, and up to date.
- The position requires a candidate who is able to consistently represent the museum positively and effectively both onsite and, in the community.

Qualifications:

- Minimum of 3 years experience in customer service, retail, or the tourism or hospitality sector.
- Experience using a point of sale system is **required**.
- Bilingual fluency (English/French) will be considered a strong asset.
- Any training or certification in the tourism, hospitality, or retail sectors will be considered a strong asset (e.g. Serve Right, Service Best, retail associate, heritage interpreter, etc.)
- Previous experience in the non-profit or cultural sector will be considered an asset.
- Demonstrated experience with customer service, maintaining or leading a tidy, approachable, convenient, accessible admissions experience.
- Experience and comfort using databases/excel for tracking and reporting.
- Exceptional team skills and a commitment to maintaining a positive, collaborative respectful work environment are essential qualifications.
- Excellent English communication skills, both verbal and written.
- High regard for accuracy and attention to detail with excellent organizational skills and the ability to prioritize a varied and dynamic workload.
- A person of integrity; committed to upholding professional ethics and encouraging philanthropic best practices.

Equal Opportunity Statement

We are a place for all Canadians and equal opportunity and are committed to a diverse and inclusive workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, sexual orientation, or gender identity.

Application Instructions (*must be followed for the application to be considered)

- Qualified applicants must be legally entitled to work in Canada or have appropriate documents permitting them to reside and work in Canada.
- Please submit your **cover letter** and **resume - saved together in one file** with **your name** and the **position title** in the file name. (example: Jane Doe Cover Letter and Resume – Visitor Services Team Member.docx)

- Please submit your application, attention to Ashley Thorson at hr@rcmphc.com by August 28, 2026.

Thank you to all who apply. Only those selected for an interview will be contacted.