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Toronto Railway Museum

Museum Operations Staff, Toronto, ON

About the Opportunity

The Toronto Railway Museum is looking for outgoing and dependable people to work as Museum Operations Staff from mid-June to Labour Day 2024. Museum Operations Staff will take part in a variety of positions to share the history of Toronto's railways with the public. Staff will be working alongside fellow team members and leaders to manage daily operations while providing quality service to visitors. Paid training will begin in early June. Several staff will be hired for this position.

This is a full-time (five days per week, 37.5 hours per week) seasonal position. We operate 5 days per week, starting early-June and running through to Labour Day, so you must have the flexibility to work weekends. Staff will be assigned a stable five-day schedule for the entire summer, working from 10:00 am to 6:00 pm, and will have set, consecutive days off.

Please note that the hiring process is dependent on the current provincial and public health guidelines.

Roles are on a rotational basis and includes but are not limited to:

Outdoor Roles:

- Driver of the miniature train
- Conductor of the miniature train
- Selling miniature train tickets
- Organizing miniature train riders to ensure safe operations
- Providing interpretive tours of the museum and park for visitors

Indoor Roles:

- Providing information about the museum, its exhibits, and local railway history
- Teaching visitors how to operate the train driving simulator
- Daily cleaning and sweeping
- Daily setting up displays

We are looking for the following qualifications:

- Previous experience working in: tourism, retail, customer service, lifeguarding, childcare, education, and/or summer camps is preferred.
- Interest or previous experience working/volunteering in a museum is a definite plus.
- Comfortable working outdoors and in all weather conditions (particularly on days over 30°C).
- Ability to lift up to 50 pounds.
- Bilingualism, especially French (speaking), is an asset.
- Current certification with Standard First Aid & CPR level C is preferred but not required.

We are looking for people who are strong in the following skills:

- Public speaking: We want people with friendly personalities who will enjoy interaction with the public especially when presenting information to our visitors.
- Team oriented: This job is centred around teamwork; taking initiative and thinking what is best for you and your fellow staff members is needed.
- Ability to follow instruction and procedure: Safety is our most important concern. Staff are expected to diligently follow our documented procedures especially in terms of our miniature railway operation.
- Dedicated: We want people who will commit to the period for which they are hired.
- Punctual: The museum opens on time every day, and we need you to be there to help us out.
- Detail-oriented: Organizational skills and quality customer service in a fast-paced environment is needed.
- Love of learning: You will need to learn a lot to provide visitors with accurate historical information they seek, so be prepared to study!

Compensation for this position will be \$17.00/hr.

How to Apply

Please send your resume and cover letter to hr@trha.ca. **Please include your general availability for an in-person interview in your email, such as “I am available Monday through Friday from 9am to 5pm for an interview.”** Interviews will be approximately 1-hour, and will take place beginning at the end of January 2024.

The Toronto Railway Museum thanks all applicants in advance. Only those candidates selected for an interview will be contacted. The Toronto Railway Museum is an equal opportunity employer. We are committed to an inclusive, barrier-free recruitment and selection processes, and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We will be happy to work with applicants requesting accommodation at any stage of the hiring process. If you require accommodation as a job applicant, please contact us by email at hr@trha.ca.