



255 Bremner Blvd, Unit 15

Toronto, ON M5V 3M9

Phone: 416-214-9229

Email: hr@trha.ca

Website: torontorailwaymuseum

Toronto Railway Museum

Museum Operations Staff, Toronto, ON

About the Opportunity

The Toronto Railway Museum is looking for outgoing, friendly, dependable people to work as Museum Operations Staff from mid-May to Labour Day. Museum Operations Staff will take part in a variety of positions sharing the history of Toronto's railways in an engaging and informative manner. Staff will be working alongside fellow team members and leaders to manage daily operations while providing quality service to visitors. Paid training will begin on May 14, 2025. 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 7 days per week, starting mid-June and running through to Labour Day, so you must have the flexibility to work weekends if you are assigned those days of the week. Staff will be assigned a stable five-day schedule for the entire summer, working from 10am to 6pm, and will have set, consecutive days off.

As Museum Operations Staff you will engage in the following roles on a rotational basis. Roles will include, but are not limited to:

Outdoor Roles:

- Driving the miniature railway train;
- Acting as Conductor on the miniature train - verifying tickets, delivering a safety speech, and ensuring safe behaviour of riders while the train is in operation;
- Selling Miniature Train tickets to visitors;
- Interacting and managing visitors on the miniature railway train platform to ensure safe operation;
- Providing interpretive tours of the museum and park for visitors during operating hours.

Indoor Roles:

- Interpreting the artifacts displayed in the Museum and in Roundhouse Park and also providing information about the museum, its exhibits, local railway history, and answering questions;
- Teaching visitors to operate the train simulator;
- Operating the Museum store; and
- Cleaning of high-touch surfaces

We are looking for the following qualifications:

- The ideal candidate will be studying engineering, history, tourism, museum studies, theatre or a related field.
- 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 degrees).
- Ability to lift up to 50 pounds on occasion.
- Bilingualism, especially French (speaking), is an asset.
- Current certification with Standard First Aid & CPR level C is preferred but not required.
- Basic computer and technological proficiency is an asset.

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

- Communication: We want people with big, friendly personalities who will enjoy interaction with others and presenting information to our visitors in an engaging way.
- Ability to follow instruction and procedure: Staff are expected to diligently follow our documented procedures as safety is our most important concern, 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.
- Strong attention to detail, organization, quality and customer service in a fast-paced environment.
- Love of learning: you will need to learn a lot to provide visitors with accurate historical information they seek, so be prepared to study!

This position is funded by the Government of Canada through Young Canada Works, eligible candidates must:

- be a Canadian citizen or a permanent resident, or have refugee status in Canada;
- be legally entitled to work in Canada
- be between 16 and 30 years of age inclusively at the start of employment;
- be a high school, college, CEGEP or university student; and
- be registered in the YCW online candidate inventory

Compensation for this position is \$17.50/hr.

How to Apply

Please send your resume, cover letter, and two references to hr@trha.ca by April 18, 2025. 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 30 minutes, and will take place at the end of April and beginning of May 2025.

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.

About the Toronto Railway Museum

The Toronto Railway Museum is located in Toronto's Roundhouse Park, adjacent to some of Canada's highest profile attractions, including the CN Tower, Rogers Centre, and Ripley's Aquarium. During the summer more than one million visitors view the museum's free outdoor displays. The museum opened in 2010 and shares Toronto's railway experience with visitors from around the world. The TRM is accessible by public transit, located a short walk from Union Station and several street car lines.