

PUBLIC ENGAGEMENT & COMMUNICATIONS INTERN

REPORTS TO: HEAD OF PUBLIC ENGAGEMENT & COMMUNICATIONS
COORDINATOR & EXECUTIVE DIRECTOR
POSITION TYPE: 35-week contract, full-time Tuesday to Saturday.
WORKING ENVIRONMENT: OFFICE & RECEPTION

textile
museum
OF CANADA

The Textile Museum of Canada is seeking a highly motivated team player with a friendly disposition for the position of Public Engagement & Communications Intern. The Intern will work directly with staff to enhance the Museum experience for our visitors and will support the communication department in executing the Museum's communication and marketing program, communicating the vision, mission, and programming of the Museum to targeted diverse audiences.

This position offers active involvement and training in principles of arts administration and management of a midsize cultural organization. The Intern will actively participate in enhancing the capacity of our volunteers to deliver exceptional customer service, assist with development and membership initiatives, and be involved with promoting museum activities and events to the general public. The Intern will also facilitate aspects of the Museum's public relations, media exposure, and online visibility as well as cultural sector presence.

Principal Duties and Responsibilities include the following:

Museum Services (50% of time)

- Greets visitors and provides excellent reception services, including handling cash and directing general inquiries.
- Performs opening and closing security routines for institutional programs and facility rental events and security sweeps during operating hours.
- Maintains a well-informed, working knowledge of the exhibitions and services available at the Museum.
- Serves as an advocate for visitors while simultaneously promoting the welfare of the Museum.
- Assists Shop volunteers in all aspects of providing exceptional customer service, including product knowledge and merchandising ideas.
- Participates in all health & safety initiatives and training opportunities.
- Participates in staff meetings, health & safety training initiatives, and supports overall office management.
- Other duties as assigned.

Communications (50% of time)

- Researches best practises in digital and online marketing and community engagement and makes recommendations to the communications department.
- Drafts communications materials that advocate and support all Textile Museum programs, including press releases, reports, briefing materials, and interpretive documents.
- Originates and implements cross-promotional relationships with other key cultural institutions and businesses.
- Supports and develops content for social media (Facebook, Twitter, and Instagram) and website. Supports design department in production of Museum-wide digital and print materials.
- Steers production of monthly newsletter with support from staff.
- Works with staff to identify potential media opportunities and stories.

Other:

- Works to further the goals and objectives of the Museum and participates actively in the life of the institution. Acts in a respectful, accountable, and generous manner towards other staff, volunteers, and the general public.

Requirements:

- Excellent communications, interpersonal, and analytical skills, including demonstrated conflict resolution skills.
- Experience in media relations and comfortable in dealing with the press.
- Current knowledge and experience working with social media.
- Exceptional knowledge of cash handling, retail sales, and advanced customer service skills.
- Knowledge of office procedures and demonstrated administrative skills.
- Self-motivated, with the ability to problem solve independently and manage workflows and deadlines without supervision.
- Impeccable attention to detail, adaptability, multi-tasking, and time management.
- Strong computer skills (MS Office Suite, POS, e-mail and internet).
- Experience working with volunteers.
- Smart Serve, First Aid and CPR certificates are assets.
- Preferred: prior art museum experience and knowledge of museum operations, standards, practices, and procedures.
- Basic or intermediate Adobe Creative Suite is an asset.

Additional Info:

This is a full-time Tuesday to Saturday 9-5 (Wednesday from 1-8 pm) contract position for 28 weeks. The position requires availability for occasional evenings and holiday hours. Hourly rate: \$16.00. This position is hired through Young Canada Works at Building Careers in Heritage, eligible requirements are as follows:

- are a Canadian citizen or a permanent resident, or have refugee status in Canada (non-Canadians holding temporary work visas or awaiting permanent status are not eligible);
- are legally entitled to work in Canada;
- will be between 16 and 30 years of age at the start of employment;
- are willing to commit to the full duration of the work assignment;
- will not have another full-time job (over 30 hours a week) while employed with the program;
- are an unemployed or underemployed college or university graduate, that is, not employed full-time;
- are a recent graduate who has graduated from college or university within the last 24 months at the start of employment;
- are not receiving Employment Insurance (EI) benefits while employed with the program; and
- have not previously participated in or been paid under this or any other Career Focus internship program funded under the Government of Canada's Youth Employment Strategy.

How to Apply:

Qualified candidates should email their cover letter, resume, and three references (including email and phone numbers) as a single document attachment to hrsearch@textilemuseum.ca. The email subject line should read <title of position applied for> <followed by applicant's last name>. Kindly note that we will accept no phone calls. We thank all applicants for their interest but advise that only those selected for an interview will be contacted.

The Textile Museum of Canada maintains a Board of Trustees approved Anti-Racism, Access, and Equity Policy. Respect, accountability, and a generous manner towards other staff, volunteers, and the general public are requirements for all staff. The Museum is committed to achieving representation of equity-seeking groups on its staff by ensuring that members of said communities have unbiased access to employment. The Textile Museum of Canada is an equal opportunity employer.

About the Textile Museum of Canada:

The mission of the Textile Museum is to inspire understanding of human experience through textiles. The mandate is to connect our global collection of historic and ethnographic objects to contemporary creative research and expression, as well as to local, national, and international experiences with textiles at their core. We focus on the exhibition, collection, conservation, and research of textiles and create inclusive public programs that foster awareness of the diverse cultural values of textiles and textile practices.