

## CAREER OPPORTUNITY

Visitor Experience Designer  
Learning and Engagement Department  
Museum Operations Division

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Full Time (3) & Part Time (1), Seasonal Opportunities

RBCM G2 (Seasonal)

Hourly Pay Rate: \$22.35 – \$24.75

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The Royal BC Museum, which includes BC Archives and IMAX® Victoria, is one of the oldest continually operating museums in Canada. A cultural centre of learning and research, it strives to broaden our understanding of British Columbia through collections, exhibits, outreach and community engagement. The museum celebrates the province's diverse landscapes and the lives of the people who live here, enables research and knowledge sharing that advances our understanding of our world, and provides a dynamic place for discussion and reflection. IMAX® Victoria delivers educational and entertaining experiences that accompany the learning journey the museum offers.

The Royal BC Museum is located on the territory of the *ləkwəŋən* (Lekwungen) peoples, known today as the Songhees and Xwsepsum (Esquimalt) Nations.

The Learning and Engagement Department develops and delivers programs that can enrich and change people's lives by providing meaning and relevance through a variety of program opportunities. The museum and archives collections are powerful touchstones through which active and thought-provoking experiences for adults, children and families and students K-12 are created.

The Learning and Engagement Department also manages all aspects of visitor experience and in this respect is responsible for reviewing and operationalizing RBCM's Visitor Experience Strategy in partnership with all visitor-facing service providers including the Royal BC Museum Foundation, IMAX Theatre, catering providers, volunteers, visitor experience designers, and staff.

Under the general direction of the Learning and Engagement Program Developer, the Visitor Experience Designer prepares and performs activities that enhance the visitor experience during the summer season at the Royal BC Museum. In this role, the individual will assume storytelling roles and/or use dramatic interpretive techniques while roaming the surrounding areas of the feature and core galleries within the Royal BC Museum, around the grounds and the immediate downtown area as determined by the Museum. The Visitor Experience Designer will also assess the orientation/welcome experience of the Royal BC Museum visitor on a daily basis, and will work cooperatively with other 'front of house' departments (Admissions, IMAX and Volunteer Services) to initiate changes if necessary to improve functions.

During our 2025 summer season, the Visitor Experience Designer will develop an in-depth knowledge of our core galleries, Helmcken House and the *Beyond the Beat, Global Threads, and Odysseys and Migration* feature exhibitions and be able to use interpretive and/or applied theatre skills to welcome and engage the general public, self-guided school programs and tour groups in the lobby, galleries, at special events, and outreach programs. Given the featured summer exhibition, *Beyond the Beat: Music of Resistance and Change*, we welcome applicants with musical experience or skills who can integrate music into educational programming and visitor engagement.

We are currently looking for Visitor Experience Designers who will bring a wealth of expertise to our team. The ideal candidates will have some post-secondary education and/or experience in theatre, hospitality or tourism; experience with “people management” and/or other customer service-related activities as well as experience with public speaking in front of large audiences and/or tour/school groups. They will require the ability to put personal skills like imagination, emotional honesty and empathy at the service of a creative process.

The ideal candidate will possess excellent communication skills, both verbal and written, and have the ability to communicate comfortably, with tact and diplomacy as well as the ability to answer, refer or act on a wide variety of enquiries. An understanding and appreciation of how to communicate with diverse cultures, to focus, and to listen is also a key communication skill. Our successful Visitor Experience Designers will require the ability to speak English with preferred ability to speak one (or more) of the following languages: Cantonese, French, Spanish, German, Japanese, Korean and/or Cambodian.

Experience working with Indigenous communities or organizations in BC, and/or lived experience of Indigenous culture, traditions and protocols is preferred.

Throughout the timeframe of the position (May 1 – September 7), individuals must be available and flexible to commit to working days, weekends and statutory holidays, they must also be available for on-call substitution work and must have no objection to wearing the uniform provided by the museum. If you meet these criteria and are interested in this opportunity, we invite you to apply and contribute your expertise to our dynamic team.

**Before you apply for this position, you must meet the eligibility requirements. To be eligible to work in Canada, you must be a Canadian citizen or permanent resident of Canada or authorized in writing to work in Canada under the federal Immigration Act. Eligibility to work in Canada is granted through citizenship, permanent resident status, or a work permit.**

**An eligibility list may be established.**

### **How to Apply:**

Your application must clearly demonstrate how you meet the job requirements listed within the job profile.

**Please submit your resume and cover letter in pdf format by Monday April 14, 2025 at 11:59 pm (PST) with the following subject line: Last Name, First Name, RB2025-04 via email to:**

[RBCMapplications@royalbcmuseum.bc.ca](mailto:RBCMapplications@royalbcmuseum.bc.ca)

**Additional Information:**

This position requires a Criminal Records Check under the BC Public Service Screening Policy and the Criminal Records Review Act. All applicants must be legally entitled to work in Canada (i.e., have Canadian citizenship or permanent resident status).

The Indigenous Applicant Advisory Service is available to applicants that self-identify as Indigenous (First Nations, status or non-status, Métis, or Inuit) person seeking work or already employed in the BC Public Service. For guidance on applying and/or preparing for an interview, please contact [IndigenousApplicants@gov.bc.ca](mailto:IndigenousApplicants@gov.bc.ca) or call #778-405-3452.

The Royal BC Museum, Archives and IMAX Victoria celebrate culture and history, sharing the stories of British Columbia in ways that enlighten, stimulate and inspire. Through research and learning, we strive to broaden understanding of our province and inspire curiosity and wonder. Located in Victoria on the traditional territory of the ɫəkʷəŋən (Lekwungen) peoples, known today as the Songhees and Xwsepsum (Esquimalt) Nations, we are proud to welcome 800,000 visitors annually.

We are committed to creating a diverse workplace where everyone is celebrated.

As an inclusive and accessible employer, please advise People and Development of any accommodations required to assist you to ensure equitable participation in this hiring process.

## JOB PROFILE

Position #136642, #136643,  
#136644, #136645 (PT)

**TITLE: VISITOR EXPERIENCE DESIGNER**

**CLASSIFICATION: RBCM G2 (SEASONAL)**

**SUPERVISOR TITLE: LEARNING AND ENGAGEMENT PROGRAM DEVELOPER**

**SUPERVISOR POSITION #: 102207**

**DEPARTMENT: LEARNING AND ENGAGEMENT**

### CONTEXT

The Royal BC Museum, which includes the provincial archives and IMAX® Victoria, is one of the oldest continually operating museums in Canada. A cultural centre of learning and research, it strives to broaden our understanding of British Columbia through collections, exhibits, outreach and community engagement. Through community collaboration, the museum works to share the stories of BC and provides a dynamic space for discussion and reflection.

Located in Victoria on the territory of the *ləkwəŋən* (Lekwungen) peoples, known today as the Songhees and Xwsepsum (Esquimalt) Nations, the RBCM cares for more than 7 million objects, belongings, specimens, and millions of significant government documents and records; substantial photographic, audio and video collections; artworks; and an extensive library of publications. IMAX® Victoria delivers educational and entertaining experiences that accompany the learning journey the museum offers.

The museum is also building PARC Campus—the provincial archives, research and collections building in Colwood, BC. Majority of the province’s collections and archives will move to the new building, except for the Indigenous collection which will remain at the downtown site where repatriation and community consultation will continue to guide the future of the collections. During this complex process of reimagining, not only of the future of the museum’s physical presence and facilities but also of its responsibilities to the public, our team is undergoing organizational changes as well. As we go through this transformational phase, our organization strives to adhere to a standard of conduct that prioritizes inclusivity and accessibility, and continues to value curiosity and innovation.

### DEPARTMENT OVERVIEW

The Learning and Engagement Department develops and delivers programs that can enrich and change people’s lives by providing meaning and relevance through a variety of program opportunities. The museum and archives collections are powerful touchstones through which active and thought-provoking experiences for adults, children and families and students K-12 are created.

The Learning and Engagement Department also manages all aspects of visitor experience and in this respect is responsible for reviewing and operationalizing RBCM’s Visitor Experience Strategy in partnership with all visitor-facing service providers including the Royal BC Museum Foundation, IMAX Theatre, catering providers, volunteers, visitor experience designers, and staff.

## **JOB OVERVIEW**

Under the general direction of the Learning and Engagement Program Developer, the Visitor Experience Designer prepares and performs activities that enhance the visitor experience during the summer season at the Royal BC Museum. In this role, the individual will assume storytelling roles and/or use dramatic interpretive techniques while roaming around the surrounding areas of the feature and core galleries within the Royal BC Museum, around the grounds and the immediate downtown area as determined by the Museum. The Visitor Experience Designer will also assess the orientation/welcome experience of the Royal BC Museum visitor on a daily basis, and will work cooperatively with other 'front of house' departments (Admissions, IMAX and Volunteer Services) to initiate changes if necessary to improve functions.

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## **ACCOUNTABILITIES**

Required:

1. Acts as a welcome host for all visitors to the museum:
  - Greets and welcomes all visitors to the museum and archives respectfully.
  - Ensures efficient service by responding courteously to general questions from the public on the Royal BC Museum holdings, museum, and tourism in Victoria, generally.
  - To work as part of a cooperative team with other visitor experience designers, museum staff and volunteers.
  - Delivers engagements (linked to the *Beyond the Beat, Global Threads, and Odysseys and Migration* exhibitions) that entertain and engage RBCM visitors.
  - Assists with the flow of information between Royal BC Museum visitor service departments, troubleshooting daily crowd issues that may arise from visitor attendance during the summer season at the RBCM.
2. Manages the lines of customers, the conduct of school and tour groups, and leads groups to their destination within the museum, by providing information and by incorporating information on the feature exhibitions, history and other information for the museum and its holdings to a wide variety of clients, including the general public, student groups, travel groups (language and/or coach tours) and cultural associations.
3. As required:
  - Assists in the implementation of hands on/interactive special events (including outreach programs) that will have integral links to the feature exhibitions.
  - Supports access to Helmcken House when volunteers are not available or by special request.

## JOB REQUIREMENTS

Education and Experience:

- Some post-secondary education in theatre, hospitality or tourism, and/or education, or any combination of related education/experience.
- Experience with “people management” and/or other customer service-related activities.
- Experience with public speaking in front of large audiences and/or tour/school groups.

Preference may be given to applicants with one or more of the following:

- Preferred ability to speak one (or more) of the following languages: Cantonese, French, Spanish, German, Japanese, Korean and/or Cambodian.
- Applicants with musical experience or skills who can integrate music into educational programming and visitor engagement.
- Experience working with Indigenous communities or organizations in BC, and/or lived experience of Indigenous culture, traditions and protocols.

## PROVISOS

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the organization (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**)
- **Job Conditions:**
  - Throughout the timeframe of the position (May 1 – September 7), individuals must be available and flexible to commit to working days, weekends and statutory holidays. Must also be available for on-call substitution work
  - Must have no objection to wearing the uniform provided by the museum

## KNOWLEDGE, SKILLS AND ABILITIES

- Ability to put personal skills like imagination, emotional honesty and empathy at the service of a creative process.
- Understanding and appreciation of how to communicate effectively with diverse cultures.
- Ability to focus and listen.
- Ability to communicate comfortably, with tact and diplomacy; before large audiences; vocal training for greater power, expressiveness and clarity.
- Insight into the psychology of human behavior.
- Ability to answer, refer or act on a wide variety of enquiries in an efficient, courteous, discreet and tactful manner.
- Must possess excellent communication skills, both verbal and written - a ready understanding of and love for language.
- Ability to speak English.

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Job Family:

Job Stream:

PSA Approved Date:

## BEHAVIOURAL COMPETENCIES

**Teamwork and Cooperation** is the ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

**Information Seeking** is driven by a desire to know more about things, people, or issues. It implies going beyond the questions that are routine or required in the job. It may include 'digging' or pressing for exact information, resolution of discrepancies by asking a series of questions, or less focused environmental 'scanning' for potential opportunities or miscellaneous information that may be of future use.

**Self-Control** is the ability to keep one's emotions under control and restrain negative actions when provoked, faced with opposition or hostility from others, or when working under stress. It also includes the ability to maintain stamina under continuing stress.

**Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

**Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous peoples. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect—and therefore require our continual learning and development, including direct exposure to cultural and community ways.

**Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all.

**Self-discovery and Awareness** means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work.