

Royal Ontario Museum, Hands-on Galleries, Learning *Indigenous Gallery Assistant Intern*

SUMMARY:

Under the direction of the Coordinator and Assistant Coordinator of the Hands-on Galleries, we are seeking an energetic, outgoing candidate to fill the role of an Indigenous Gallery Assistant Intern. The intern will facilitate face-to-face engagement with hundreds of visitors daily to ensure delivery of excellent visitor experience. The intern will assist with the operations and administration of the Hands-on Biodiversity Gallery and Discovery Gallery as well as assist with coordination of over 200 volunteers. Duties will also be tailored to skillset and knowledge of the individual. Candidates must be available to work weekdays and weekends.

RESPONSIBILITIES:

1. Administration:

- Assists with the volunteer program including orientation of new volunteers, retention initiatives, and administration duties.
- Assists with general office tasks including scheduling, updating records, photocopying, filing, mail room delivery, and other tasks related to this position.

2. Facilitation:

- Provides engaging, interactive, visitor-centred facilitation in the galleries to over 500 visitors a day.
- Storytelling and mentoring of volunteers and staff members.
- Extended periods of concentration required when discussing gallery information with visitors. Long periods of concentration required to learn and comprehend large amounts of new educational material.

3. Project Management:

- Assist in the creation of Indigenous knowledge resources and activities that reflect Indigenous cultural knowledge, stories, and ways of knowing in relation to gallery themes. These resources will help build an understanding of Indigenous perspectives for staff, volunteers, and visitors.
- Research and development of educational materials for the gallery, including information for visitors, volunteers and staff, both independently and as part of a team.

QUALIFICATIONS:

- Experience working in a customer service position
- Experience working or volunteering with children is an asset
- Strong communication, organization, time management and conflict resolution skills
- Ability to work as a team member and independently in a fast-paced environment
- Intermediate technical skills with Microsoft Office
- Interest in museums and museum learning, with a desire to create an inclusive museum experience for all visitors
- Post-secondary diploma or degree in Natural History or World Cultures is an asset

EXTENDED DEADLINE FOR APPLICATION: Monday, September 16, 2020 by **12:00 noon**

Length of Internship: October 26, 2020 - October 26, 2021

Full-time 35 hours/week (including weekends) @ \$19.00/hour

HOW TO APPLY: Please submit a cover letter, resume, and a copy of your completed Miziwe Biik Aboriginal Employment & Training Client Registration Form by email to **Mark Peck** markp@rom.on.ca
Please see [here](#) for link to registration form.

**Interested applicants must be registered at Miziwe Biik Aboriginal Employment & Training
SUBJECT TO GOVERNMENT FUNDING APPROVAL**