

Job Title: Museum Bookstore & Admissions Associate

Location: The Whyte, Banff

Duration: Full-time, Seasonal contract

Rate of pay: \$22.50/hour

Reports to: Director of Visitor Experience – Gabi Wedin, gwedin@whyte.org

Hours: Variable hours; weekends and including some evenings

Term: March – September 31st, 2026

Closing Date: Open until suitable candidate found.

Job Overview

The Whyte Museum of the Canadian Rockies in Banff is looking for two highly motivated and team-oriented people to share their passion for the art, history, and culture of this area with a wide variety of museum visitors. This position is 100% focused on visitor experience, working at our bookstore greeting and processing museum visitors at our front desk.

Duties & Responsibilities:

- Interact with and process all guests in the front of house area in a professional manner
- Keep the front of house area neat, clean, sanitized, and organized
- Gather visitor feedback and comments
- Meet, greet, serve and process all guests in the front of house area in a professional manner;
- Accurately process cash transactions, balance end of shift cash outs and deposits;
- Remain informed about museum exhibitions, activities, events and programs, and remain current about general tourist information services and activities in this area;
- Knowledgeable on books and store inventory.
- Maintain cordial working relationships with all Department Employees, Museum Members and Volunteers;
- Assist with admitting tour groups at front of house to maintain admission processing;
- Support events and tour departments as needed.

Qualifications:

- Excellent command of the English language is required. French is an asset
- Strong oral and written communication skills
- Strong interpersonal skills
- Experience in customer service required
- Knowledge or demonstrated interest in the culture, art, and heritage of the Canadian Rockies
- Must be able to stand for long periods (7 hours)
- Be able to lift 20lbs
- Knowledge in Point of Sales systems as asset
- Working knowledge of Windows based computer programs required

We thank all candidates for their interest, however, please note that only applicants selected for interviews will be contacted.

The Whyte Museum is an equal opportunity workplace. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be. Employees of the Whyte Museum enjoy a rewarding and culturally rich work environment.

This position is open to all, and we welcome those with a strong understanding and interest of Indigenous culture and history. Demonstrated knowledge of the cultures and history of the Canadian Rockies, including but not limited to local Indigenous Nations, such as Lyârhe Nakoda Nations (Bears paw, Goodstoney, Chiniki) Blackfoot Confederacy (Siksika, Kainai, Piikani), Tsuut'ina, Ktunaxa, Secwépemc, Cree, and Métis.

Please indicate whether you need accommodation. Shared, subsidized housing may be available.

Please provide a cover letter and résumé to:

Gabi Wedin
Director of Visitor Experience
Whyte Museum of the Canadian Rockies
111 Bear Street, PO Box 160
Banff, AB, T1L 1A3
gwedin@whyte.org