



Visitor Experience Supervisor

Reports to:	Manager of Visitor Experience and Gift Shop
Location:	2088 Wellington Avenue, Winnipeg, MB
Employment Type:	Full-time, permanent. 40 hours per week plus over-time (includes weekends, evenings and holidays)
Compensation:	\$20.00 / hour. Paid vacation days, RSP match up to 3% of gross earnings, extended healthcare and dental benefits, free parking, discount in the gift shop.

About the Royal Aviation Museum of Western Canada

The Royal Aviation Museum of Western Canada (RAMWC) is one of Canada's leading heritage institutions, located in a purpose-built, state-of-the-art facility at the Winnipeg Richardson International Airport. As both a museum and a contemporary event venue, RAMWC offers a dynamic blend of history and innovation, showcasing Canada's achievements in aviation and aerospace.

RAMWC delivers engaging exhibitions, educational programs, interactive experiences for children and youth, and leadership development opportunities. Our work is supported by a passionate and diverse team of staff and volunteers who share a commitment to our mission to **entertain, educate, and inspire**.

The Role

The Visitor Experience Supervisor plays a key leadership role in creating exceptional, welcoming, and memorable experiences for all museum visitors. Reporting to the Manager of Visitor Experience and Gift Shop, this position oversees the daily operations of admissions, galleries, and gift shop. They will be hands on in the development and delivery of public programming.

The successful candidate is an enthusiastic, people-centered leader with a strong ability to connect with individuals of diverse backgrounds, ages, and abilities. They are skilled at motivating teams, fostering collaboration, maintaining high standards of customer service and operational excellence. This role is integral to ensuring the smooth daily functioning of front-of-house operations while upholding the museum's values and service standards.

Key Responsibilities

Team Leadership & Supervision

- Motivate, support, and supervise a diverse team of front-line staff and volunteers.
- Serve as an enthusiastic leader within volunteer engagement and public programming.
- Lead daily briefings; provide ongoing coaching, feedback, and support.
- Ensure adherence to customer service standards, policies, and procedures.
- Address performance concerns appropriately and escalate issues when required.
- Support onboarding and training of new staff and volunteers.

Visitor Experience & Customer Service

- Ensure all visitors receive exceptional service from arrival to departure.
- Professionally manage complex visitor inquiries, complaints, and special requests.
- Monitor visitor flow to maintain a safe, accessible, and enjoyable environment.

Operational Oversight

- Coordinate daily front-of-house workflows and adjust staffing coverage as needed.



- Oversee admissions, cash handling, ticketing, point-of-sale systems, and gift shop restocking.
- Ensure all public-facing areas are clean, safe, accessible, and well-presented.

Collaboration & Communication

- Work closely with the Manager of Visitor Experience in the development of public programs and events, including the contribution of ideas, sourcing of materials, hands on creation and coordination of activities leading up to events.
- Communicate operational issues, visitor feedback, and attendance trends to management.

Health, Safety & Compliance

- Ensure compliance with health, safety, and accessibility standards.
- Support emergency procedures and respond to and report incidents as required.

Qualifications

- 3 - 5 years of leadership or supervisory experience in tourism, events, entertainment, cultural institutions, or a related field.
- Strong interpersonal and communication skills.
- Demonstrated ability in creative problem-solving and decision-making.
- Training or experience in conflict resolution and de-escalation.
- Ability to manage multiple priorities in a fast-paced, public-facing environment.
- Experience using point-of-sale systems, sales platforms, and basic office software.

Preferred Assets

- Education or experience working with children, youth, and seniors in public programs
- Bilingual in Canada's official languages is preferred.
- Knowledge of accessibility standards and inclusive customer service best practices.

Work Environment

- On-site, in active public-facing areas.
- Requires prolonged standing and walking, with occasional lifting of materials.

Application Process

Please submit a resume and cover letter outlining your qualifications and interest in the Visitor Experience Supervisor role to HR@royalaviationmuseum.com, with the subject line "**Visitor Experience Supervisor.**" This position will remain open until filled. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Royal Aviation Museum of Western Canada is committed to inclusion and employment equity and welcomes diversity in the workplace. Accommodations are available throughout the recruitment and selection process upon request.

Land Acknowledgement

The Royal Aviation Museum of Western Canada is located on Treaty 1 territory, the traditional lands of the Anishinaabe, Cree, Ojibwe, Dakota, Lakota, and Dene Peoples, and the National Homeland of the Red River Métis. We respect the Treaties that were made on these territories, acknowledge the harms and mistakes of the past, and are committed to moving forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.