

Part B – Job Details

Position: Museum Attendant/Marketing Support

Wage rate: \$15.00/hour

Start date: May 22 - August 25, 2018, pending funding approval

Hours: This position is generally Wednesday to Sunday, 37.5 hours/week for 12 weeks
If two students are hired, days of the week worked will be different for each student

Tasks and Responsibilities:

This job supports a local priority – tourism – for the Banff-Airdrie Constituency and is directly related to the preservation and dissemination of historical and cultural knowledge of our local area and of Canada's past. The Museum Attendant's duties include:

- daily opening and closing of the Canmore Museum & Geoscience Centre and Museum Shop
- providing outstanding customer service - this entails greeting and engaging with visitors, providing information on local history and museum programs, tours, and events, answering general tourist queries about Canmore, and representing Canmore and the Museum Society in a courteous and professional manner
- overseeing museum gift shop operations - tasks include counting visitors, charging museum admissions and gift shop purchases, cash and credit/debit card handling, daily cash balancing, staging merchandise and basic inventory management
- various administrative duties including visitor counts and statistics, daily banking, membership and program/tour registration, donation documentation, banner bookings, miner's wall requests, publicity documentation, data entry, maintaining database systems, updating lists (contact, membership, sponsors, etc), document preparation and support as needed for other staff, filing, taking meeting minutes, participation at weekly staff meetings and monthly reports to the Museum Director
- creating promotional material and advertising for museum exhibits, programs, and events
- assisting in planning and preparation for various events such as Canada Day @ the Barracks, Miner's Day Parade and BBQ, Heritage Open House, Geoscience Open House, Alberta Culture Days
- assisting with planning museum booths and activities for participating at local community events and festivals including Lafarge Open House, Canmore Folk Festival, Canmore Highland Games
- organizing digital photographs documenting summer activities at the museum and Barracks for presentations, the museum website, newsletters, etc
- updating museum social media and website
- assisting the museum team with the strategic plan priority of optimizing Museum Shop operations
- general custodial duties such as tidying, dusting, cleaning, vacuuming, removing garbage and paper recycling
- from time-to-time the Museum Attendant may be called upon to work at the NWMP Barracks site
- other duties as required

Supervision and Mentoring Plans:

Supervision Plan: The Museum Attendant will be supervised by the Programs Coordinator (who reports to the Museum Director and the Board of Directors). The Museum Attendant will work independently in the Museum Shop with daily contact and supervision by the Programs Coordinator to observe/coach the student's interaction with visitors. The Museum Director is also available for queries and assistance.

Mentoring Plan: Coached by the Program Director, the student will have daily opportunities to share and present information clearly, accurately and appropriately in their interactions with local residents and visitors from Canada and around the world, and to develop and practice skills in listening, effective communication, and outstanding customer service. He/she will also assist with the planning and organizing of special events at the Museum and the Barracks and booths and activities at local community festivals (including annual Miners Day Parade and BBQ, Heritage Open House, Geoscience Open House, Rock n'Fossil Day, etc) enhancing their skills and acquiring hands-on practical work

experience in planning, organizing, and completing tasks and projects including developing problem-solving and decision-making skills. The duties of the position will encourage and enhance such general employability skills as working independently, working with others as part of a team, and effective time management.

When the student is first hired, current skills and desired skill goals to be achieved by summer's end will be established. Success in acquiring and using these skills will be monitored against the goals on a regular basis throughout the employment term. At the end of the employment period, achievement and progress will be compared with original goals.

Health and Safety Practices in the Workplace:

The student will be fully familiarized with the safe operation of the Museum and Barracks sites, including keys and site-specific security systems, personal and public safety, instructions about fire exits and emergency procedures, care and handling of artifacts and Alberta Health kitchen and food safety practices.

Desired Level of Education of the Student:

- Post-Secondary - YES
- Career-Related Work Experience – YES
- Indicate one or more fields of academic studies and demonstrate how the field relates to the job

This position is suitable for a 2nd-4th year post-secondary student in Tourism, Communications, Business, Cultural/Heritage/Museum Management, Marketing, Event Planning, History, Geography, Earth Sciences or a related field seeking to apply and build on their knowledge and skills and gain practical hands-on career work experience in a small business, tourism-related, heritage and science institution that offers numerous summer events and programs. The duties required to greet and engage visitors, administer museum programs and to run the Museum Shop would appeal to a Business student, strengthening such skills as information management, cash handling and balancing, sales accounting, inventory management, and retail merchandising. Explaining the geological and historical significance of the area would increase the knowledge of any student in Earth Sciences, Geography or History, and the opportunity to enhance skills in interacting with visitors and promoting the museum and its events would appeal to a student of Communications, Cultural/Heritage/Museum Management or Tourism. A student in Events Planning or Marketing would gain much practical experience in this field.

The ideal candidate:

- is customer service-oriented, possesses excellent oral communication skills and excellent people skills
 - has ability to work in a busy environment, to plan and meet deadlines
 - works well independently and also as a member of a team
 - has strong organizational skills, is accurate with great attention to detail
 - is curious and creative, loves learning and sharing knowledge, willingness to learn about Canmore's history and geology
 - a background in retail and/or marketing is an asset
 - has proficiency with Microsoft Office and Google Drive, comfortable working in Microsoft Publisher is an asset
 - familiar with WordPress and social media
 - fluency in English is required. French or other language skills an asset
 - First Aid certification is required
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- Special efforts to hire a priority student – NO Note: This position is open to all equity groups
 - The tasks and responsibilities of this job support the provision of services in the community
 - related to cultural development or historical preservation

- This job supports a local priority for Banff-Airdrie Constituency
 - Tourism:
 - Canada Day
 - annual Miners Day Parade and BBQ
 - annual Heritage Open House
 - annual Geoscience Open House, Rock n'Fossil Day
 - Historical and Coalmining History Tours
 - participation at local community events and festivals
 - Lafarge Open House
 - Canmore Folk Festival
 - Canmore Highland Games
 - Alberta Culture Days

Note: This position is open only to students eligible to participate in Service Canada - Canada Summer Jobs. Applicants must:

- be between 15 and 30 years of age at the start of employment,
- have been registered as a full-time student in the 2017-2018 academic year and intend to return to school on a full-time basis in the fall of 2018,
- be a Canadian citizen, permanent resident, or a person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act, and
- be legally entitled to work in Canada in accordance with Alberta legislation and regulations.

This position is dependent on receiving a grant through Service Canada - Canada Summer Jobs. We recommend registering with that organization when applying for this position.

Contact: Lachlan Mackintosh, Museum Director
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