

**Position:** Assistant Museum Administrator  
**Wage rate:** \$17.00/hr  
**Start date:** May 22, 2019 to August 27, 2019

**Hours:** This position is generally Wednesday to Sunday, 37.5 hours/week for 14 weeks

### **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 Assistant Museum Administrator'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 the museum, as well as 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, Alberta Culture Days
- assisting with planning museum booths and activities for participating at local community events and festivals including Canmore Folk Festival, Canmore Highland Games
- taking and 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 with the museum's volunteer and membership management systems
- general custodial duties such as tidying, dusting, cleaning, vacuuming, removing garbage and paper recycling
- from time-to-time the Assistant Museum Administrator may be called upon to work at the NWMP Barracks site
- other duties as required

### **Supervision and Mentoring Plans:**

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

**Mentoring Plan:** Coached by the Museum Administrator 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. They will also have the opportunity to work

with under the Program Director to assist with the planning, organizing, and marketing of special events at the Museum and the Barracks and booths and activities at local community festivals (including annual Miners Day Parade and BBQ, Rock and Fossil Open House, and Alberta Culture Days 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 and an introduction to the Town of Canmore's Manager of Facilities, Stephen Hanus, and Facilities Team Lead, Steve Long. First aid training will be provided.

#### **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 marketing, communications, tour guiding, or interpretation is an asset.
- has proficiency with Microsoft Office and Google Drive, comfortable working with Adobe Illustrator is an asset
- familiar with WordPress and social media
- fluency in English is required. French or other language skills an asset

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

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:** Jason Gariepy, Museum Director  
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