

Position: NWMP Barracks Site Attendant
Wage rate: \$17.00/hr
Start date: May 22, 2019 to August 27, 2019

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

Tasks and Responsibilities:

Background: The NWMP Barracks is a provincial historical resource - a log cabin constructed by and for the North West Mounted Police in 1893 and still located on its original site on Main Street. The Barracks is operated by the Canmore Museum & Geoscience Centre and is located approximately two blocks from the museum. The cabin is connected to the museum by phone and internet.

The Barracks is open to the public daily in the summer months and is a significant tourism anchor on Canmore's Main Street. The Barracks Attendant will oversee day-to-day operations of the site, assist with special events and programs offered at the Barracks as well as assist with researching, planning and developing new programs, activities and exhibits.

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. Many of the tasks and responsibilities of this job also support the provision of services in the community to children and youth. The Site Attendants duties include:

- daily opening and closing of the Barracks
- outstanding customer service - this entails greeting and engaging with visitors, providing them with interesting and accurate information about the Barracks and its gardens, giving tours on demand, answering general tourist queries and representing Canmore and the Museum Society in a courteous and professional manner
- operating a small gift shop in the cabin including cash handling, daily sales recording and reporting, daily cash balancing, staging merchandise and basic inventory management
- assisting with children's summer programs that take place at the Barracks including summer camps and workshops, drop-in family craft afternoons, and garden outreach
- on-site organizing and overseeing of Art in the Park every weekend (an art market which takes place on the Barrack's grounds), tracking participants (artists, visitors)
- assisting with all public events, activities and programs that take place on the Barracks grounds including Canada Day, and the annual Miners Day Parade
- working with museum marketing staff to create promotional material, media ads, etc. for events that take place at the Barracks
- assisting with planning museum booths and activities for participating at local community events and festivals including the Canmore Market, Canmore Folk Festival, Canmore Highland Games
- various administrative duties including visitor counts and statistics, daily banking, data entry, photo documentation/photo management of all events and activities, development and maintenance of Barracks resource materials and logbooks, participation at weekly staff meetings and monthly reports to the Museum Director
- assisting the museum team with the strategic plan priority of planning the development and enhancement of the Barracks site including building restoration, refreshing the exhibits, researching and updating text panels and publications, and brainstorming ideas for new public programming and kids activities
- assisting with the development, organization and delivery of fundraising activities and events to finance repairs to the Barracks building and exhibit upgrades
- general custodial duties such as tidying, dusting, cleaning, vacuuming, removing garbage and paper recycling

- from time-to-time the Barracks Attendant may be called upon to work at the museum Front Desk
- other duties as required

Supervision and Mentoring Plans:

Supervision Plan: The Barracks Site Attendant will be supervised by the Programs Director and Museum Administrator (who reports to the Museum Director and the Board of Directors). The Barracks Attendant will work independently at the Barracks with daily contact by phone or site visit with the Museum Administrator and/or the Program Director. The Museum Administrator will plan and ensure the student is completing the daily operating tasks at the Barracks, and the Program Director will observe/coach the student's interaction with visitors and programming completed at the Barracks and/or at special events. Orientation and training about the mission and mandate of the Museum Society, the exhibits, programs, tours and activities offered, the history and significance of the Barracks site, an introduction to Canmore's history, and additional information about the local area will be provided. The Programs Director and Museum Administrator will provide hands-on training to the Barracks Attendant for all aspects of the job. Additional training will be provided should the student also work at the museum Front Desk.

Mentoring Plan: Coached by the Programs Director and 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. Working with the Programs staff, the student will gain practical experience developing and delivering heritage and science-based programming designed to educate and entertain children in summer camp programs, learning and improving their skills in communicating with children of a variety of ages and interests, working with others, and improving personal management skills such as working safe and keeping others safe, being adaptable and responsible and demonstrating positive attitudes and behaviours. They will also learn, develop and practice specific skills relating to teaching children, offering and presenting information to engage different types of learners, keeping the attention of their audience through a variety of engaging and differing teaching formats, and successful group management of different ages of children. Under the guidance of the Programs Director and Museum Administrator, the student will coordinate with vendors and supervise the summer weekend Art in the Park outdoor market. They will also assist with the planning and organizing of special events at the Barracks and booths and activities at local community festivals, enhancing their skills and acquiring hands-on practical work experience in working with others, task and project management, event planning and logistics management, problem-solving, decision-making and meeting project targets. Working with the Collections department and hired consultants, the student will have the opportunity to contribute to the brainstorming, planning and research of the enhancement of the Barracks site, allowing them to use their creativity, develop and practice skills to present ideas, develop ideas, feed off others ideas, research and critique viable information, and to contribute to a larger team-based project.

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. Continued improvement throughout the summer season will be rewarded with additional responsibility added for independent work on specific projects as the summer progresses. 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 both the Barracks site and the museum location including keys and site-specific security systems, personal and public safety, instructions about fire exits and emergency procedures, care and handling of artifacts, 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 curious and creative, loves learning and sharing knowledge, is comfortable engaging with people and talking about history
- is self-motivated and takes initiative
- works well independently and also as a member of a team
- possesses excellent oral communication skills and excellent people skills
- is customer service-oriented
- is versatile, adaptable and has excellent time management skills
- likes and is comfortable working with children, has prior experience working with children K-Grade 7
- has proficiency with Microsoft Office and Google Drive, comfortable working in Microsoft Publisher is an asset
- prior experience interpreting or tour guiding is an asset
- prior experience working in children's programming (eg. summer camps) is an asset
- 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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