



THE CRANBROOK HISTORY CENTRE

Job Title: Visitor Services Assistant/ Historical Interpreter
Salary/wage: \$15.00
Hours of work: Part-time, 7 hours a week plus flexible event and staff coverage.
Reporting to: Programming Coordinator

Cranbrook History Centre:

The Cranbrook History Centre is a landmark site located in Cranbrook BC. We preserve and display internationally recognized paleontology specimens, a nationally designated railcar collection, and serve as a regional repository for the history of the East Kootenay for all people to explore and discover.

The museum relies on motivated and detail-oriented individuals who enjoy interacting with people from around the world and providing excellent customer service in the delivery of our events and programs. Our team provides a quality guest experience, ensuring the visitors' first and last impression is memorable.

Position Summary:

This multidimensional position is responsible for the successful daily operations of all aspects of the visitor experience at the information desk and gift shop and greeting and orienting guests with a focus on providing a quality, memorable guest experience. The Visitor Services Assistant ensures optimum performance of the visitor services experience, friendly admissions process and point of sales system operation. As a part of the front of house team, the employee provides excellent customer service and seamless delivery of the guest experience at the History Centre.

The Historical Interpretation role provides an opportunity for those with an interest in history and/or education to deliver high-quality interpretation of the museum's unique historic railcar collection and Cranbrook history galleries. The Cranbrook History Centre is seeking a Historical Interpreter to provide front line interpretation, programming assistance, and event support throughout the winter.

In addition to the skills the individual brings to the Centre, the successful candidate will develop and learn new skills, such as public speaking, organizing groups, facilitating interpretive and education programming, working with diverse groups, and gain strong communication skills.

Key Areas of Responsibility:

- Deliver and engage visitors in interpretive guided tours of the historic railcars and museum.
- Work with the Programming Coordinator to gather feedback and data on programming initiatives.
- Greet school groups and orally deliver museum rules to visitors.
- Process admission and ticket sales with a focus on efficiency, excellent customer service, accurate information, and prompt service to museum visitors.
- Carry-out gift shop customer service, maintenance, stocking, restocking and pricing.



- Timely answering of the phones to provide guests with information on all facets of the museum experience.
- The ability to resolve visitor concerns or questions in a manner satisfactory to all parties.
- Stay current with daily schedule of events, communicating with other staff and event hosts/leaders upon arrival to the museum.
- Cash and credit card handling and accurate accounting of cash registers and drawers in accordance with museum policies.
- Assist with the development of content for social media pages and marketing campaigns.
- Adhere to the organization's specific museum collection and employee policies and procedures
- Other duties as required and assigned.

Core Competencies:

- Must possess excellent verbal and written communication skills.
- Excellent interpersonal skills. Must be a team player.
- Must be able to walk long distances and stand for long periods of time.
- Have an outgoing personality, enjoy working with the public, and have the ability to work well with co-workers as well as independently.

Qualifications:

- Prefer a background in history, museum studies, archaeology, anthropology, tourism, education, or related field.
- Must be a full-time student (in high-school or post-secondary studies)
- Proven organizational and task management skills
- Experience working with diverse audiences and groups.
- Demonstratable public speaking experience.
- Over 15 years of age.
- Eligible to work in Canada.
- Vulnerable Persons Criminal Record Check completed
- Level One First aid

Work Hours, Salary & Benefits:

- This position requires flexible evening, weekend and holiday availability.
- Compensation will be in the form of hourly pay.

Please send your resume and cover letter to office@cranbrookhistorycentre.com with the subject "CHC Visitor Services Assistant". We appreciate all applications; however, only short-listed candidates will be contacted.