

THE CRANBROOK HISTORY CENTRE

Job Title: Operations Assistant/Historical Interpreter
Salary/wage: \$15.45
Hours of work: Part-time, 14 hours a week with flexible event and staff coverage.
Reporting to: Programming Coordinator and Business Manager

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 Operations 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 Interpreter 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 informative and engaging interpretive guided tours of the historic railcars and museum to visitors.
- Share with visitors the museum's significance, identity, and mandate.
- Greet tour groups, introduce the museum, and deliver museum rules to visitors.
- Adapt tours and programs to the needs of various age groups and/or nationalities.
- Contribute to ongoing evaluations of interpretive railcar tours and other programs.
- Carry-out visitor services task including, but not limited to processing admission and ticket sales, answering the phone, and resolving visitors' questions or concerns.
- Carry-out gift shop customer service, maintenance, stocking, restocking, and pricing.



- Cash and credit card handling and accurate accounting of cash registers and drawers in accordance with museum policies.
- Participate in museum maintenance, including event set up and breakdown in the Royal Alexandra Hall.
- Keeping public and private spaces clean and sanitized; including foyer, exhibits, washrooms and museum grounds.
- Other duties as required.

Core Competencies and Qualifications:

- Must possess excellent verbal communication skills with demonstrable public speaking experience.
- Must possess professionalism, personal maturity, and excellent interpersonal skills
- Must be a team player.
- Must be able to walk long distances and stand for long periods of time.
- Proven organizational and task management skills.
- Experience working with diverse audiences and groups.
- Have an outgoing personality, enjoy working with the public
- Prefer a background in history, English, museum studies, archaeology, anthropology, tourism, education, or related field.
- Live in the Columbia Basin.
- Be a post-secondary student enrolled in full-time education.
- Be legally entitled to work in Canada
- Be aged 15 or older before the employment start date.
- Vulnerable Persons Criminal Record Check completed
- Level One First Aid

Equity Statement

Cranbrook is a town with a diverse and international community. The Cranbrook History Centre strives to reflect this in our work and our team. We encourage applicants who identify as LGBTQ+, Person with Disabilities, Indigenous, and visible minorities to apply.

Please note that due to the nature of the train tours, candidates with certain physical disabilities may be unable to perform required tasks.

Territorial Acknowledgement

We would like to acknowledge that the Cranbrook History Centre is located on the traditional Ktunaxa homeland and extend our gratitude for the opportunity to live and learn in mutual respect and appreciation.

How to Apply

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