



Job Title: Historical Interpreter

Reports to: Programs Coordinator

Compensation: \$16.55 hr, health benefits package

Hours of work: 6-month contract, 40 hrs week, flexible weekend, evening and holiday availability required.

About the 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 repository for the history of Cranbrook and the East Kootenay region for all to explore and discover. We would like to acknowledge that the Cranbrook History Centre is located on the traditional, ancestral and present Ktunaxa homeland and extend our gratitude for the opportunity to live and learn in mutual respect and appreciation.

The museum relies on motivated and detail-oriented individuals who enjoy interacting with all visitors to achieve the museum's mission. Our small team values a supportive and collaborative work culture that is respectful, challenging and promotes diversity and creativity.

*This position is made possible by the Metis Nation of BC STEPS Program.

Position Summary

This multidimensional position is responsible for assisting with the successful daily operations of all aspects of the visitor experience at the information desk, gift shop, and greeting and orienting guests with a focus on providing a quality, memorable guest experience. As a part of the front of house team, the successful candidate will provide excellent customer service and seamless delivery of the guest experience at the History Centre.

In addition to the visitor services activities, the Historical Interpretation role provides an opportunity for those with an interest in history 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.

Position Duties and Responsibilities

- Deliver and engage visitors in interpretive guided tours of the historic railcars and museum.
- 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.
- Assist with event set ups and tear downs and/or acting as evening event attendant.
- Timely answering of the phones to provide guests with information on all facets of the museum experience.

- 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.
- Assist with keeping the museum clean, bathrooms restocked, and light maintenance, including snow shoveling, and garbage collection as needed.
- Other duties as required and assigned.

Qualifications

- **Must be a Metis Nation BC Citizen to qualify for the wage subsidy. Please self-identify in your cover letter.**

Knowledge and Certifications

- Interest in history, museum studies, archaeology, anthropology, tourism, education, or related field preferred.
- An understanding of Indigenous relations in this region; additionally, familiarity with the Truth and Reconciliation Commission and the relevant Calls to Action for Museums is an asset. This knowledge can be through education, lived or worked experience.
- Vulnerable Persons Criminal Record Check completed.
- First Aid Level 1 certification required.

Abilities and Skills

- Must possess excellent verbal and written communication skills.
- Excellent interpersonal skills. Must be a team player.
- Have an outgoing personality, enjoy working with the public, and have the ability to work well with co-workers as well as independently.
- Strength and mobility to stand for extended periods, work an active 8 hour shift, work outside, navigate stairs and lift weights up to 25 kilograms.

We are looking for these personal qualities:

- Initiative: We need someone who has ideas as well as someone who can come up with creative solutions!
- Reliability: We must be able to count on you to ensure the success of our programs.
- Judgement: Things evolve rapidly, being able to make decisions with discernment is an essential quality to being successful in this position
- Detail Oriented: the details matter!

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 LGBTQ2S+, Person with Disabilities, Indigenous, and visible minorities to apply. The Cranbrook History Centre is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. If contacted for an employment opportunity, please advise if you require accommodation.

How to Apply

In the spirit of reconciliation, we are committed to increasing Indigenous representation throughout the organization and encourage applicants to self-identify as Indigenous within cover letters and/or resume.

Please send your resume and cover letter as a PDF to office@cranbrookhistorycentre.com. Subject line: first name, last name, job title. Ex: Jane Doe, Historical Interpreter. The selection process will remain open until the position is filled. Tentative start date: December 16, 2022.

We appreciate all applications; however, only short-listed candidates will be contacted. 3 references, a valid drivers licence, clean criminal record check and vulnerable sector police check will be required before employment