



**Job Title:** Museum Assistant

**Reports to:** Chief Operations Officer

**Compensation:** \$20 hr and 4% holiday pay.

**Hours of work:** Permanent, Full-time, 35 hours week. Requires flexible evening, weekend and holiday availability.

### **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.

### **Position Summary**

The Cranbrook History Centre is currently seeking a dynamic and dedicated individual to join our museum team in the multi-dimensional position of Museums Assistant. Working collaboratively with the Core Leadership Team, the Assistant will be responsible for developing and delivering the Historic Railcar Tour Program, assisting with public programs and events for diverse audiences, and supporting museum operations. The Assistant is an integral part of the Cranbrook History Centre team as an ambassador to the public. The role is expected to be knowledgeable and gracious to a diverse audience, both in person and in all outgoing correspondence. It is the responsibility of Assistant to work with the Operations Manager to maintain and coordinate the daily operation of front of house business, provide high quality customer service to all museum customers, and support the Rentals & Events Coordinator in delivering the facility rental program.

The position is an opportunity for an individual with an interest in tourism, hospitality, events, or museums to develop a wide range of skills. The ideal candidate should demonstrate a positive attitude, excellent communication skills, ability to work in a team setting, initiative, and be able to handle multiple tasks, and resolve customer issues independently. As a position of leadership, it is also the responsibility of the Assistant to act as a role model for summer students and set an example of positive behaviour and respect for ideas.

### **Position Duties and Responsibilities**

- Responsible for delivering the Centre's central Historic Railcar Tours Program, delivering daily tours, completing evaluations, and supporting summer Historical Interpreters as needed.
- Assist with special events, group tours, programs and seasonal activities as assigned.
- Act as an ambassador for the History Centre, welcoming visitors, providing orientation and information about exhibitions, programs, and events.
- Assist the Rentals & Events Coordinator as needed in set-ups, clean-up of rental and event spaces.
- Maintain giftshop inventory, answering questions about merchandise and promote sales.

- Answer the phone, directing inquiries and emails to the appropriate staff.
- Perform accurate register operations and demonstrate reliable cash handling.
- Based on skills and experience, support all areas of the frontline and public spaces of the museum as directed, including admissions, reception and information, membership program, marketing content, receiving groups, and assisting with light maintenance and janitorial tasks.

### **Knowledge and Certifications**

- Combination of education and experience in Museums, Education, Indigenous Studies, History, Tourism, Hospitality or another related field.
- Understanding of how to create exceptional customer experiences.
- 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.
- First Aid Level 1 certification required.

### **Abilities and Skills**

- Minimum two (2) years of experience in a customer service role.
- Some experience working with a Point-of-Sale system and cash handling an asset.
- Ability to communicate comfortably with a diverse range of individuals, including children.
- Ability to follow direction and adjust to changing policies and procedures.
- Experience conducting research preferred. Interest in local history and community an asset.
- Computer proficiency an asset.
- Excellent interpersonal and organizational skills required.
- Some supervisory and leadership experience.
- 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 and events.
- 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!

### **How to Apply**

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. 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](mailto:office@cranbrookhistorycentre.com). Subject line: first name, last name, job title. Ex: Jane Doe, Programming Coordinator. The selection process will remain open until the position is filled. Tentative start date:

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