



Science & Heritage Interpreter

Anticipated start date:	June 6, 2022
Terms of employment:	Full-time permanent
Wage:	\$15.65/hour
Application deadline:	May 9, 2022
Number of positions:	3

About The Exploration Place:

As the largest museum and science centre outside of the lower mainland, The Exploration Place has taken a leadership role in the region and has offered quality programs and services for over two decades. The Exploration Place is a charitable organization with a mission to provide learning opportunities that foster an understanding of significant past and current issues shaping our community by linking experiences within the Regional District of Fraser-Fort George to the world in a unique, participatory Museum of regional history, science, and technology. You will be joining a team of enthusiastic and passionate individuals whose goal is to work together for the success of all departments and have fun doing it! This position is ideal for a detail-oriented, energetic, creative person who has a passion for supporting the meaningful programs and services we offer and wants to be a part of a team that makes a positive impact in our community.

Who are we looking for?

We are seeking an enthusiastic, outgoing, motivated, and energetic person for this position. You will be greeting visitors, interpreting historical and science exhibits, offering more information on the exhibited materials, answering visitors' questions, and maintaining an overall positive atmosphere to enhance the visitor's experience. You are comfortable being on your feet all day presenting information to visitors in a friendly, interactive, engaging, and professional manner. You are the face of our organization when you interact with our visitors and inspire them to learn more about heritage, science, technology, culture, and natural history through the interpretation of artifacts and exhibits.

We are looking for a reliable team player with a passion for customer service, community engagement, culture, heritage, and science. Everyone plays a role in The Exploration Place's daily operations. We are seeking someone comfortable working with the public and colleagues in different departments to help meet our shared goals.

You also are happy to help maintain cleanliness, safety, and equipment. There is also the opportunity to assist our Visitor Services and Community Programs teams during various special events, presentations, and outreach programs. You will be working under the direct supervision of the Manager – In-Person Community Programs and in collaboration with fellow Interpreters, the Curatorial team, and the Leadership team.

What are the hours and benefits?

This is a full-time position with a Thursday-Monday work week. A regular workday is 8 hours, with a 30-minute unpaid lunch break. Statutory holidays (with days off in lieu), occasional extended hours, and evenings for events will also be required.

After a 3-month probationary period, benefits include:

- Extended health and dental benefits
- Vacation accrual of 2 weeks (80 hours) annually
- Sick leave of 10 days (80 hours) annually
- Annual Membership to The Exploration Place
- Staff discount in our gift shop
- Professional Development opportunities related to this position and the museum and science centre industry

About the job:

The Science & Heritage Interpreter is responsible for engaging visitors by sharing our stories through activities, demonstrations, and tours. The Interpreter will provide support on the gallery floor and provide information to visitors about the museum, its collections, and its exhibits. The Interpreter will also provide educational outreach when appropriate and work to enhance the visitor's experience at The Exploration Place through interaction and engagement related to our community, science, and history.

Must present a friendly demeanour while interacting with visitors of all ages, cultures, and backgrounds. Must embrace and model outstanding customer service to all and be willing to provide solutions to whatever comes your way.

The successful applicant will be responsible for the following:

- Interpreting museum exhibits related to science, heritage, and culture to a diverse group of visitors
- Delivering tours to visiting groups as needed
- Developing a thorough understanding of the gallery and exhibit to be interpreted
- Greeting and engaging visitors, making them feel welcome
- Answering questions from the public
- Ensuring the safety of visitors and staff
- Cleaning and disinfecting as directed
- Ensuring that all applicable policies, procedures, and regulations are followed, including communicable illness protocols
- Reporting any issues, incidents, or concerns, and relay all noteworthy information to the supervisor
- Gathering visitor feedback
- Aiding with various special events as necessary
- Performing other daily routine duties, including general guest services and supervision, cleaning and maintenance, coverage for front desk, etc., as necessary
- Representing the museum with the utmost integrity, exemplifying the core values and mission of our organization
- Other duties as assigned

Knowledge, skills, and abilities we are looking for:

- Canadian Citizenship or permanent resident status
- Willing to submit to a criminal record check
- Possess a minimum of Grade 12 Graduation Diploma, Dogwood, or equivalent
- Must be willing to present a BC Vaccine Card showing full COVID-19 vaccination and abide by all COVID-19 regulations. If, over time, Health Canada updates its definition of "fully vaccinated" (such as requiring "booster" vaccine doses), employees will be expected to comply to maintain fully vaccinated status
- Prior experience in a customer service role
- Comfort with public speaking and presenting
- Friendly, outgoing personality; excited to meet, engage, and facilitate learning
- Ability to work independently and as part of a team
- The ability to work with diverse groups of people, including children
- A strong interest and sound knowledge of science, history, and culture with a willingness to learn
- Confident in addressing concerns from visitors and able to communicate verbally in a kind, professional manner
- Ability to handle stressful situations while working in a fast-paced, customer-orientated facility, in cooperation with other staff and departments
- Must possess strong interpersonal skills to deal tactfully and effectively with visitors
- Ability to work closely and communicate respectfully with The Exploration Place team at large
- Must be comfortable with communication and collaboration tools such as Zoom and SLACK
- Must show flexibility when asked to perform other tasks as needed
- Must be dependable and committed to carrying out your responsibilities to the best of your ability
- Ability to work evenings, holidays, and weekends as scheduled

The following will be considered an asset for this position:

- Background or interest in theatre, performance, or public presentation
- Experience developing or delivering educational programs

- Experience working with children
- Post-secondary education in a scientific field of study

The Exploration Place is an equal opportunity employer.

We do not discriminate against ability, ethnicity, gender identity, socioeconomic background, or sexual orientation. We strongly encourage applications from racialized individuals, under-represented communities, diverse backgrounds, identities, and experiences. We're looking for motivated, compassionate people who can execute from the ground up. The Exploration Place is committed to providing our team members with safe, quality work experience, employability skills, and access to career development through professional development opportunities and mentoring. We use an in-depth, hands-on training program that allows our new employees to learn by doing, working closely with all departments and with our leadership team.

All offers are subject to satisfactory completion of reference, police criminal record checks, and proof of COVID-19 vaccination.

Only successful applicants will be contacted. Please email your resume, cover letter, and three professional references to:

Attn: Carlos Hernandez, Manager – In-Person
Community Programs
EMAIL: carlos@theexplorationplace.com

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