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<b>Anticipated start date:</b>	As soon as possible
<b>Terms of employment:</b>	Full-time temporary. Possibility of permanent employment after a 10-week term
<b>Wage:</b>	\$15.20/hour
<b>Application deadline:</b>	November 10, 2021
<b>Number of positions:</b>	2

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## About The Exploration Place:

As the largest museum and only science centre in Northern BC, 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 an energetic doer who has a passion for science and history. You support the meaningful programs and services we offer and will be part of a team that makes a positive impact in our community.

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## 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 team player who has 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 who is 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 team 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, COO, and the Leadership team.

This is a temporary, full-time position with the potential for permanent employment after a 10-week term. A regular workday is 7 hours, with a 30-minute unpaid lunch break. Occasional extended hours and evenings for events will also be required. Weekends and evenings for events and extended hours of operation will also be required.

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## 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. 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 visitors of all ages
  - Greeting visitors, making them feel welcome
  - Performing health checks with visitors and checking visitors' BC Vaccine Cards
  - Answering questions from the public
  - Ensuring the safety of visitors and staff
  - Cleaning and disinfecting
  - Ensuring that all applicable policies, procedures, and regulations are followed
  - Reporting any issues, incidents, or concerns and relay all noteworthy information to the supervisor
  - 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 values and mission of our organization
  - Other duties as assigned
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## **Knowledge, skills, and abilities we are looking for:**

- Canadian Citizenship or permanent residence 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 BC Vaccine Card showing full COVID-19 vaccination and be willing to abide by all COVID-19 regulations
  - Must be between the ages of 15 and 30 years at start of employment as per grant eligibility requirements
  - 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 and history
  - 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
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## **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
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**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](mailto:carlos@theexplorationplace.com)

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