

Update

Ministry

Arts, Culture and Status of Women

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Senior Historical Interpreter

Current Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

CA05

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Heritage, Ukrainian Cultural Heritage Village

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Facility Supervisor RH & SH

Supervisor's Current Class

Program Services 4

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2023-08-10

Responsibilities Added:

Expanded a point under Responsibilities to include planning and documenting the historic gardens.

Added a statement under Job Requirements that the position involves regular weekend work and occasional evenings.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Senior Historical Interpreter delivers high-quality interpretive programming and information/orientation services to museum audiences with the goal of providing positive, educational, and entertaining experiences. Behind the scenes, the Senior Historical Interpreter helps to develop and revise programs as required. The Senior Historical Interpreter also provides daily mentoring, coaching, and supervision to seasonal staff and volunteers, under the direction of the Facility Supervisor.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Reporting to the Facility Supervisor at Rutherford House and working as part of the visitor services and education team, the Senior Historical Interpreter is responsible for developing, delivering, and evaluating year-round interpretive, educational, and special event programming at Rutherford House. Main duties include training new interpretive staff, booking school and public educational programs including birthday parties, and providing daily guidance to the visitor services/education team of interpreters while personally leading programs and providing information, orientation, and guided tours to facility visitors as required. This position will assist with the research and planning of education programs as well as coordinating volunteer activities at the site. The position will also assist in the maintenance and interpretation of the historic garden program at Rutherford House and will take part in ensuring that the house and its contents are maintained for their protection and for the benefit and enjoyment of the visiting public. This position also includes acting as liaison with maintenance and cleaning staff.

Visitor/Interpretive Services

- Delivers interpretive programs using both first- and third-person approaches to all visitors, including historic activities and demonstrations.
- Presents hands-on programs for children and school classes.
- Undertakes research and readings into the history of the house, the Rutherford family, and the history of Edmonton, Strathcona, Alberta, and Canada to ensure the integrity of information being imparted to the visitors.
- Participates in the regular review and evaluation of public programs and interpretive staff to ensure the continual improvement and delivery of high-quality programs.

Education Programs / Customer Service

- Ensures high quality and consistency in overall visitor experience by communicating effectively with partners who deliver services outside the Interpretation and education programs (e.g. restaurant and gift shop) by providing orientations and training.
- Leads curriculum-based education programs to school classes, adult ESL classes, Girl Guide groups, day camp visitors and other youth groups, seniors, and special needs audiences of interest.
- Assists in the development and evaluation of structured programs for children's birthday party programs.
- Links program delivery and development to school curriculum by staying familiar with Alberta Education curricula that are relevant to Rutherford House's education programs and responding accordingly.
- Participates in the regular review and evaluation of education programs to ensure the continual improvement of such programs and that they meet the needs of both teachers and students. Revises programs as required in response to changes in school curricula.
- Responds to the needs of varied audiences by creating programs that target specific audiences using hands-on and sensory approaches and methods that bridge learning styles.
- Oversees short-term research projects (e.g. interviews with maid and family members, house cookbook).

Facility Rentals / Customer Service

- Acts as primary contact for confirming bookings and arranging for facility rental walk throughs.
- Assists clients in understanding the specific needs and requirements for using Rutherford House.

- Administers and oversees signing of contracts and manages damage deposits.
- Coordinates staff support for facility rentals once they are booked.
- Participates in the regular review and evaluation of facility rentals to ensure continual improvement.

Special Events

- Leads research, development, and delivery of special events to the public.
- Assists in developing event activities for both children and adults.
- Assists in confirming performers and presenters (e.g. artists and musicians) for special events.
- Confirms volunteers for special events.
- Coordinates volunteer needs.
- Participates in the regular review and evaluation of special events and programs to ensure the continual improvement of such programs.

Administrative Support for Operations, Education, and Interpretive Programming

- Assists in staff training by delivering sessions on interpretive techniques, program delivery, Rutherford family and house history, historic knowledge, activities and skills, and object handling.
- Assists in interviewing and selecting potential interpretive hires.
- Creates monthly schedule for full- and part-time interpretive staff.
- Acts as daily facility liaison between both janitorial staff and building maintenance staff.
- Works with the property management company and/or Alberta Infrastructure, manages the distribution and documentation of keys and security codes.
- Makes decisions on minor household maintenance (e.g. whether an electrician needs to be called, snow removal).
- Maintains certain objects (i.e. polish silver, clean stove) under the direction of Conservation.
- Occasional house cleaning when necessary (e.g. dusting, accidental spills).
- Assists with the evaluation and revision of all public programs.
- Coordinates and confirms all educational program bookings.
- Plans and documents the historic flowerbeds surrounding the facility while assisting with their maintenance and interpretation.
- Collects visitor and program revenues and attendance statistics.
- Submits monthly reports.
- Provides support to ensure the safety of all staff and volunteers.
- Assists with social media posts and marketing as needed.
- Other duties as may be assigned from time to time to fulfill the programming mandate of Rutherford House.

Volunteer Program; support, training, and daily supervision of volunteers

- Assists with the development of volunteer activities and projects (e.g. ongoing opportunities, project-based).
- Assists in the recruitment and coordination of volunteers for program assistance at the site.
- Assists with the supervision of volunteer activities associated with public programs.
- Plans and coordinates volunteer appreciation.
- Submits monthly volunteer statistics.
- Represents Rutherford House at Divisional Volunteer Coordinators Committee meetings.
- Participates as an active member of the branch sites Occupational Health and Safety Committee.

Public and Community Relations

- Represents Rutherford House's public programs at conferences and community events.
- Assists in collaboration with community stakeholders.
- Assists in media relations by participating in media interviews and photo shoots.
- Provides historic programming and demonstrations (e.g. preparation of historic food, gardening) to special groups.

Problem Solving

Typical problems solved:

The incumbent must have the ability to produce, process, and retain information, follow instructions, and

communicate effectively in verbal and written formats to clients in a tactful, diplomatic, and professional manner. Positive communication with clients ensures return business and a welcoming environment, while providing services that meet client needs.

The ability to accurately process booking information and share with internal stakeholders to ensure the visitor experience aligns with operational requirements and capacities. Entries into the computerized booking calendar may be made daily, requiring a high degree of accuracy to ensure visitor expectations align with programming capacities.

Types of guidance available for problem solving:

The role is a front-line position whose conduct may impact the reputation of the site and Heritage Division. This position will have the ability to refer difficult issues to the Facility Supervisor, or designate.

Direct or indirect impacts of decisions:

Failure to meet these responsibilities may result in serious ramifications for the site's operational requirements and potential embarrassment to the Branch, Division, and Department.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

Facility Supervisor - Direct supervisor, daily to weekly basis for supervisory direction, tasking, and general communications.

Area Manager - As necessary for management direction and general communications.

External:

Property management contractor - As necessary to coordinate the janitorial, security, and maintenance needs of the site.

Position works with various clients/stakeholders, including:

- Schools and teachers
- Daycares, youth organizations, and day camps
- Adult organizations and clubs, special interest hobby groups
- Seniors' organizations, seniors' homes and lodges
- Travel industry and tour operators
- Families
- Corporate and community clients seeking meeting space
- Clients seeking religious ceremony and reception venues
- Clients seeking a venue for a photography session
- Clients seeking a venue for a commercial film production

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Arts		

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

- Post-secondary education, preferably in history, public programming, recreation, or other related discipline.
- Experience in programming for children, families, and adults in an educational, cultural, or public setting.
- Excellent communication, organizational, and interpersonal skills.

- Positive attitude, energetic and enthusiastic personality.
- Ability to work independently as well as a member of a team.
- Ability to work flexible schedule. The position requires regular weekend work and occasional evenings.
- Experience with Microsoft Office applications.
- Standard First Aid certification is required.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>The role is required to support operational goals and mandates on a daily basis by promoting a client-centered culture. Accurate and timely customer service for programming delivery and responding to client requests is a key priority.</p>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>Being the first point of contact for questions onsite, the incumbent needs to be well-rounded and have a clear understanding of key player roles and responsibilities. Being resourceful is important. At any moment, the incumbent may need to provide support ranging from school teachers to team members, supervisors, and management.</p>
Develop Self and Others	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	<p>The role is expected to champion self-development and improvement. The incumbent supports an innovative, goal-driven workplace culture by leading by example. The role will work closely and share knowledge with internal stakeholders to improve efficiency and communication.</p>

Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none">• Identifies key stakeholder relationships• Has contact with range of interested parties• Actively incorporates needs of a broader group• Influences others through communication techniques	Maintaining networks and building relationships with internal and external stakeholders is key to this role. The incumbent will work closely with external clients to ensure return business and create a welcoming environment.
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

022PS75 - Seniors and Housing - Program Officer
022PS73 - Communications and Public Engagement - Communications Advisor

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

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	Date yyyy-mm-dd	
<hr/>	<hr/>	<hr/>
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
<hr/>	<hr/>	<hr/>
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
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ADM Name	Date yyyy-mm-dd	ADM Signature