

New

Ministry

Arts, Culture and Status of Women

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Seasonal Interpreter

Requested Class

Administrative Support 2

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Seasonal Interpreter provides interpretive, information, and hospitality services at the Oil Sands Discovery Centre (OSDC) with the goal of creating unique and memorable visitor experiences that inspire a lifelong interest in science and technology. The seasonal interpreter works with other site staff to plan, prepare, and implement programming including demonstrations, tours, curriculum-based education programs, group programs, and summer science day camps.

Responsibilities

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

Visitor/Interpretive Services:

Draw on knowledge and practical experience with interpretation and customer service to provide front line visitor and interpretive services at OSDC in order that visitors have a positive and high-quality experience.

- Provide information, orientation, and guided tours as required to visitors to the facility, including the Exhibit Hall, Industrial Equipment Garden, and Bucketwheel Excavator site.
- Deliver interpretive programs to all visitors.
- Operate audio-visual equipment.
- Assist, as required, with visitor reception.

Education Programming:

Employing an understanding of different learning styles and modalities, this position participates in the implementation of educational programs delivered at OSDC in order to meet the needs of teachers and group leaders, and to provide a high-quality experience for students and other children visiting the Centre.

- Deliver curriculum-based education programs to school classes and other youth groups visiting the Centre.
- Facilitate children's activities to enhance temporary traveling exhibits.
- Assist in evaluating education programs and program delivery.

Summer Camps

Working with the Interpretive team, Seasonal Interpreters plan and lead science-based summer camps for ages 5-12.

- Plan and lead engaging day camps for groups aged 5-12

Problem Solving

Typical problems solved:

Reporting to the Facility Supervisor, this position is responsible for researching, developing, and leading summer camp programs and leading interpretive and education programs for diverse groups, including families, seniors, children, international guests, industry workers, dignitaries, K-12 school groups, tour and youth groups, and others. The Seasonal Interpreter must determine the needs of these various audiences and devise effective approaches to address a wide range of expectations.

This position requires the incumbent to gain a moderate level of knowledge about the oil sands resource and industry. Creativity and a strong client focus are required to share the story and make it engaging.

Types of guidance available for problem solving:

The Seasonal Interpreter works closely with co-workers, Interpreters, and with the Facility Supervisor in a team environment.

This position has access to programs, scripts, evaluations, and other files from previous years to use as starting points and potential examples.

Direct or indirect impacts of decisions:

This position has a direct impact on the visitor experience at the site and on the satisfaction of program users.



Key Relationships

Major stakeholders and purpose of interactions:

Interact daily with Facility Supervisor and Interpreters for supervisory direction, tasking, and general communications.

Interact daily with other OSDC staff to collaborate on program planning and delivery and other job responsibilities.

Present interpretive and education programs daily to members of the general public and pre-booked groups.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma	Other	Arts	

If other, specify:

Science, history, education, and/or public programming or recreation

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

High school diploma, First Aid

Knowledge and experience with a variety of different interpretive techniques to develop and facilitate

programs for all visitors and program users, in order to provide a high quality and personalized experience.

Experience with quality customer service.

Knowledge of the oil sands industry, including the history, science, and development of the oil sands, in order to engage with visitors through programs and impromptu talks, and to answer their questions about the subject matter.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system 	<p>The Seasonal Interpreter must always strive to provide the best possible visitor experience, implementing approaches and updating old ones as needed.</p> <p>This position may seek out and consider opportunities to partner with other organizations to deliver programs and special events.</p>
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>This position assists in evaluating programs to ensure they are meeting the needs of all users, suggesting adjustments or adaptations as necessary.</p>
Develop Self and Others	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports 	<p>All members of the Interpretive Services team must work to keep their subject knowledge up to date, sharing their finding with other team members so that all can benefit.</p>