

New

Ministry

Arts, Culture and Status of Women

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Museum Interpreter

Requested Class

Program Services 1

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Heritage, Royal Alberta Museum

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Learning Coordinator

Supervisor's Current Class

Program Services 3

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

Reporting to the Learning Coordinator and guided by the Head of Learning, this position plays a key role in delivering, coordinating, and implementing educational and public programs in the Museum's public and gallery spaces. The successful candidate leads a variety of RAM programs, including school and public programs, hands-on activities, guided tours, interactive presentations, crafts, and games. By creating engaging experiences, this role fosters meaningful connections with visitors, particularly children and families, enhancing the museum's vibrancy and visibility. As a front-line, customer service-oriented role, this position ensures the consistent and high-quality delivery of programs. The incumbent creates a welcoming and enriching environment for all visitors, supporting the museum's commitment to provide dynamic and educational experiences.

Responsibilities

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

The Museum Interpreter delivers RAM public, school, and special programs, ensuring a high-quality and engaging experience for all visitors.

1) Program Delivery

The Museum Interpreter delivers knowledge- and skill-based programs with professionalism and consistency by:

- Using diverse interpretive techniques such as storytelling, demonstrations, and hands-on activities to create immersive educational experiences.
- Leading engaging drop-in activities including tours, live presentations, and interactive stations tailored to different audience demographics.
- Facilitating structured programs such as curriculum-based workshops and day camps, while ensuring alignment with learning objectives.
- Adapting delivery styles to accommodate various learning needs, cultural backgrounds, and abilities, fostering an inclusive environment.

2) Customer Service

The Museum Interpreter provides exceptional customer service, ensuring a welcoming and enriching experience for all visitors by:

- Actively encouraging audience participation through interactive questioning, group discussions, and hands-on exploration.
- Responding thoughtfully to audience inquiries, deepening their understanding and interest in natural and historical topics.
- Creating a positive, engaging atmosphere that inspires curiosity and lifelong learning.
- Tailoring program content in real-time to match audience interests and engagement levels.
- Providing orientations and assisting with the on-boarding of school and public program groups.

3) Administration

The Museum Interpreter supports program administration to ensure smooth and efficient delivery by:

- Collaborating with team members to implement innovative approaches that enhance visitor engagement and satisfaction.
- Managing program logistics, including start and stop times, material preparation and replenishment, and team communication.
- Overall program administration and support.

4) Program Evaluation

The Museum Interpreter helps maintain program relevance, flexibility, and effectiveness by:

- Gathering visitor feedback through conversations, informal observations, and surveys, while accurately recording attendance in varied programs.
- Identifying and reporting issues or concerns to the appropriate supervisor.
- Participating in team debriefs to review program flow, content delivery, and visitor responses, contributing to continuous improvement.

Other duties as required and assigned.

Problem Solving

Typical problems solved:

Reporting to the Learning Coordinator, this position is responsible and accountable for ensuring the scheduled programs are delivered on time and successfully. Changes or unexpected situations will need to be communicated to the Learning Coordinator, and other Front of House staff in a timely and efficient way. Primarily working with the public, this position will need to problem solve through listening and responding to their comments or concerns balancing visitor oriented service and operational needs.

Types of guidance available for problem solving:

Problems can be referred to supervisor or other team colleagues.

Direct or indirect impacts of decisions:

Decisions made have impacts on Learning team members, other Museum staff, and the visitors who come to Museum.

Key Relationships

Major stakeholders and purpose of interactions:

Director of Engagement and Education - overall direction

Head of Learning - provides direction to learning programs and sets expectations
 Learning Coordinator - provides day to day direction and supervision
 Learning staff - team coworkers and project members
 Curatorial staff - information and content verification as needed
 Front of House staff - day to day interactions to support visitors

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Education	Other	

If other, specify:

Early childhood Education, Museum Education, or Recreation.

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

A minimum of one year of experience in museum program delivery or other interpretive program delivery, to various ages, is preferred.
 Knowledge of Alberta's human and natural heritage is an asset.
 Knowledge of Alberta Education curriculum is an asset.
 Ability to interpret diverse topics to develop programs for different audiences.
 Ability to prioritize tasks, to multitask effectively, to perform well under pressure.
 Commitment to teamwork, continuous improvement, and providing the finest in client satisfaction.
 Strong oral and written communication skills; including ability to interact effectively with a range of audiences and communicate complex concepts in user-appropriate language.
 Presentation and facilitation skills.
 Competent in Microsoft programs, such as Word, Excel, Outlook, PowerPoint, database and Internet skills.
 Bilingual in written and spoken French and English is an asset.

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"/>	Actively sets goals and remains open to advice on reaching them: <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 	This role supports operational goals and mandates daily by fostering a client-centered culture. Providing accurate and timely customer service remains a key priority.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	As the first point of contact for information, this role requires a well-rounded skill set and a clear understanding of key roles and responsibilities within the museum. The individual must be resourceful, providing support as needed to school teachers, team members,

			supervisors, and management.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	This position operates in dynamic environments, requiring a positive outlook, a strong focus on safety, and a commitment to visitor satisfaction. Program topics and locations must remain flexible and responsive to operational needs.
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 	The incumbent should continuously improve program delivery and enhance the accuracy and effectiveness of information shared, whether on Natural or Human History.

Benchmarks

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

021PS77 Advanced Education - Student Funding Advisor
021PS78 Indigenous Relations - Research & Policy Intern