

Public (when completed)

Common Government

Update

Ministry

Arts, Culture and Status of Women

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Interpreter

Current Class

Program Services 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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Head, Education & Interpretation at the Ukrainian Cultural Heritage Village (UCHV), and working as part of the Education & Interpretation team, the Senior Interpreter supports the delivery and evaluation of interpretive and education programs to museum visitors. The incumbent also participates in collaboratively planning and developing new public programs, revision and maintenance of existing

programs, and assists with special event preparation and delivery. This position also works collaboratively with the team to develop curriculum-based education programs for visiting students and youth organizations. Development and delivery of all programs must be done in line with the site mandate. In addition, the incumbent provides daily mentoring, coaching, and supervision to seasonal staff and volunteers (up to 30-40 individuals), under the direction of the Head, Education & Interpretation.

Through extensively researched narrative, material and structural history reports, Senior Interpreters are responsible for the knowledge and delivery of programs about early settler life in east central Alberta. Public programming initiatives are essential to the success of the UCHV's business plan.

Responsibilities

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

1. Delivery and Development of Interpretation Programs

Drawing on extensive knowledge, the incumbent will deliver high quality public programs to museum audiences with the goal of providing audiences with a positive and entertaining experience that enriches their knowledge of Alberta's history and Ukrainian-Canadian settlement and culture and thus support the UCHV's mission and educational mandate. The incumbent will also modify and develop interpretive programming, at the direction of the Head, Education & Interpretation.

Activities:

- Engages and educates diverse audiences through the delivery of interpretive programs that use both first and third-person interpretation styles, including historic activities and demonstrations
- Achieves public program objectives by delivering and developing interpretive programs that both meet the needs of various audiences and support the UCHV's mission statement
- Ensure quality in programming by basing delivery, research, development and revision of programs on extensive knowledge of UCHV's research reports, other relevant historical and cultural research and information, a thorough understanding of Ukrainian customs and traditions in the study area and collaboration within the Education & Interpretation team and colleagues in Collections, Research, Restoration and Historic Farm Program, as appropriate
- Ensure the maintenance and evolution of high quality programs through regular evaluation of public programs and action response to evaluation results
- Other duties as necessary and stipulated by the Head, Education & Interpretation

2. Delivery and Development of Education Programs

Deliver high quality education programs (with links to Alberta Education curricula) to school and youth groups in order to support the UCHV's mission and educational mandate and provide participants with positive interactive learning experiences about Alberta's history and Ukrainian-Canadian settlement and culture. The incumbent will also modify, adapt, and develop interpretive programming, at the direction of the Head, Education & Interpretation.

Activities:

- Engages and educates diverse audiences through the delivery of education programs by using both first and third-person interpretation styles, including historic activities and demonstrations
- Ensure quality in programming by basing delivery, research, development and revision of programs on extensive knowledge of UCHV's research reports, other relevant historical and cultural research and information, a thorough understanding of Ukrainian customs and traditions and collaboration within the Education & Interpretation team and colleagues in Collections, Research, Restoration and Historic Farm Program, as appropriate
- Respond to the needs of varied audiences by developing programs that target specific audiences and use

hands-on and experiential approaches and methods that bridge learning styles

- Link program delivery and development to school curriculum by developing a thorough familiarity of the Alberta Education curricula that are relevant to the site's education programs and responding accordingly
- Ensure the maintenance and evolution of high quality programs through regular evaluation of public programs and action response to evaluation results
- Other duties as necessary and stipulated by the Head, Education & Interpretation

3. Customer Service

Provides excellent customer service to museum audiences in person and by video-conference/phone/email in order that the public effectively and positively access the UCHV site, resources and programs.

Activities:

- Helps ensure visitor safety and well-being by participating in and implementing all site Occupational Health and Safety programs as well as Facility Emergency Response Plans
- Ensures high quality and consistency in overall visitor experience by communicating effectively with partners who deliver visitor services outside the Interpretation & Education programs, such as Admissions, Food Services, Historic Farm Program, Gift Shop and Administration by providing orientations and training.
- Other duties as necessary and stipulated by the Head, Education & Interpretation

4. Seasonal & Volunteer Staff Training, Support and Supervision

Participates actively in the training, supervision and evaluation of seasonal staff in all aspects of the delivery of interpretive and education programs in order to ensure the site and its themes are presented effectively in an educational and enjoyable manner.

Activities:

- Develops and delivers specialized training programs and resources for seasonal staff (interpretive techniques, program delivery, historic activities, knowledge, skills) within the team as well as through collaboration with colleagues from other teams
- Supports seasonal staff in their interpretation delivery to diverse audiences, such as people with special needs, seniors and children, etc.
- Ensures the quality of day to day delivery of public programs through the consistent and on-going supervising, monitoring, and evaluating of seasonal staff, including volunteer staff
- Promotes the safety of all staff and volunteers
- Other duties as necessary and stipulated by the Head, Education & Interpretation

5. Historic Activity Programs

Enhances the multi-sensory interpretation and authenticity of the site by implementing and maintaining heritage activity programs appropriate to the site's mandate, including (but not limited to) the Heritage Garden Program, Historic Engines Program, Historic Food Program, and Historic Trades Program in order to effectively bring the open-air museum to life and meet the UCHV's living history objectives.

Activities:

- Researches and develops activities and specific reports or manuals for historical activities appropriate to the UCHV's historic environments

- Orders and distributes all necessary materials and supplies for historic activities to staff and to relevant historic environments
- Ensures adherence of historic activities to all relevant regulatory rules or guidelines (i.e. WHMIS, Health Regulations, etc.)
- Other duties as necessary and stipulated by the Head, Education & Interpretation

6. Support of Other Public Programs

Participates actively in supporting and assisting in the delivery of public programs developed outside of the Education and Interpretation team in collaboration with the Historic Farm Program, Special Events, and Historic Children's Program to enhance and improve audience experiences.

Activities:

- Plans and delivers interpretive activities to provide historical activities as a complement to Special Events programming
- Collaborate with colleagues in other teams
- Maintain the ongoing support, participation in, and contribution to additional public programs, such as on-site accessibility tours, facility rentals, or photo/video shoots.
- Other duties as necessary and stipulated by the Head, Education & Interpretation

7. Public and Community Relations

Represents the UCHV to the wider community, including community groups on and off site, in a positive and professional manner in order to maintain and improve the UCHV's public reputation, provide community service, stay in tune with community interests and expectations, and attract bigger and wider audiences.

Activities:

- Represents the UCHV's public programs at conferences, festivals, community events etc. (sometimes this includes program delivery)
- Assists the Head, External Relations and Events in media relations by participating in media interviews, photo shoots etc.
- Provides special historic activities and demonstrations (i.e. preparation of traditional meals, gardening, etc.) to special and VIP groups
- Other duties as necessary and stipulated by the Head, Education & Interpretation

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 incumbent must have the ability to respond to emerging and urgent visitor services needs and challenges, and lead the initial response and problem solving of those issues.

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 Head, Education & Interpretation,

Site Director, or designate. During weekend operations in the visitor season, this position is one of the most senior staff on site, meaning that they must be able to solve problems without immediate guidance and know when to contact the Site Director for appropriate guidance.

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:

Head, Education & Interpretation - Direct supervisor, daily to weekly basis for supervisory direction, tasking, and general communications.

Site Director - As necessary for management direction and general communications.

Other Senior Interpreters - peers and colleagues. This position works collaboratively on a team of four Senior Interpreters.

Seasonal interpreters, interpreter volunteers - supervisor.

Other unit heads and staff within the UCHV - to consult with colleagues and participate in site and Branch initiatives as appropriate for this position.

External:

Friends of the Ukrainian Village Society - stakeholder group consulted for operational issues and contractor that provides the seasonal historical interpreter employees supervised by this position.

Property management contractor - As necessary as related to 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
- Museum educators and interpreters at other museums

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Post-secondary education, preferably in education, history, public programming, recreation, or other related discipline.
- Experience in programming or historical/cultural interpretation for children, families, and adults in an educational, cultural, or public setting.
- Experience in supervision, leadership, mentorship, or training.
- 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 including weekends.
- Experience with Microsoft Office applications
- St. John Ambulance Standard First Aid is required.
- Assets: basic knowledge of Alberta and Canadian history, especially Ukrainian-Canadian history and culture; second languages (Ukrainian or French); valid Alberta driver's license

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	☐	☒	☐	☐	☐	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	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.
Build Collaborative Environments	☐	☐	☒	☐	☐	Collaborates across functional areas and proactively addresses conflict: • 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	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.
Develop Self and Others	☐	☒	☐	☐	☐	Seeks out learning and knowledge-sharing opportunities: • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked	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