

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Requested Class

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 Interpreter provides year-round interpretive, information and hospitality services at the FSIC with the goal of creating unique and memorable visitor experiences that inspire a lifelong interest in nature, geology and social history. The interpreter works with other site staff to plan, prepare and implement programming including demonstrations, tours, curriculum-based education programs, group programs, summer day camps and special events, while also assisting in the recruitment, training and mentoring of seasonal interpretive contract staff.

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 FSIC 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

interpretive centre, trail and other off-site venues.

- Deliver interpretive programs to all visitors.
- Evaluate visitor/interpretive programming to ensure the continual improvement of such programming.
- Operate audio-visual equipment.
- Train seasonal interpretive staff and provide ongoing coaching and feedback.
- Assist, as required, with visitor reception.

Education Programming:

- Employing an understanding of different learning styles and modalities, this position, in consultation with the Coordinator of Visitor Services, participates in the planning, development, implementation and evaluation of educational programs delivered at FSIC 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.
- Develop and delivering curriculum-based education programs to school classes, Girl Guide and Scout groups and other youth groups visiting the Centre.
- Develop and facilitate children's activities to enhance temporary traveling exhibits.
- Evaluate education programs and program delivery, revising as necessary to ensure continual improvements.

Special Events/Exhibits:

- Working with the Visitor Services team, this position plans, presents and participates in evaluation of public events and temporary exhibits at the FSIC to provide a high-quality experience for visitors
- Plan and present exciting public events in collaboration with the Visitor Services team.
- Research and develop new events.
- Prepare, plan, set up and install special events and exhibits.
- Evaluate special events and exhibits to ensure continual improvement.

Administration:

- This position provides support to the Interpretive Services team and assists the Facility Manager in a number of administrative areas to ensure smooth operation at the Centre.
 - Promote and market programs, events and special exhibits.
 - Respond to requests for information regarding programs, events and services offered by FSIC.
 - Participate in staff meetings, orientation, training programs and off-site tours provided by FSIC.
 - Maintain program plans and other related documents and records in the programming files.
- Assist the Facility Manager with monthly financial reconciliation as it relates to site operations, including contract payroll.

Problem Solving

Typical problems solved:

Reporting to the Manager, Frank Slide Interpretive Centre, this position is responsible for researching, developing 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 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 high level of knowledge about the Frank Slide, Leitch Collieries and the history of the Crowsnest Pass. Creativity and a strong client focus are required to share the story and make it engaging.

As part of the Interpretive Services team, the Interpreter helps to train, coach and mentor seasonal interpretive staff while providing ongoing feedback. This must be done constructively, in a way that allows staff to reach their potential while ensuring that they meet the standards and expectations of the job.

Types of guidance available for problem solving:

The Interpreter works closely with co-workers and with the Manager in a team environment. The incumbent can also call on the expertise of colleagues at other sites in the Division, both one-on-one and through participation in inter-site committees and working groups.

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 the Manager for supervisory direction, tasking and general communications. Interact daily with other FSIC staff to collaborate on program planning and delivery and other job responsibilities. Meet and consult with other colleagues in the Branch or Division to share knowledge and ideas and participate in cross-site committees and initiatives as opportunities allow. Present interpretive and education programs daily to members of the general public and pre-booked groups. Consult and discuss as needed with external museum and interpretive centre employees on current trends in museum education and interpretive techniques to ensure that programs at FSIC reflect best practice. Work on an ongoing basis with local community-based organizations and non-profit societies as program participants and to promote current programs and feedback for the development of new program offerings and approaches.

Required Education, Experience and Technical Competencies

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

If other, specify:

Science, history, education, communications or public programming.

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

Post-secondary education, minimum of a two year diploma, preferably in science, history, public programming, communications or education. Equivalent experience will be considered.

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 Crowsnest Pass, including the science and history of the Frank Slide, in order to engage with visitors through programs and impromptu talks and to answer their questions about the subject matter.

Ability to review and synthesize complex subject matter regarding geology, technology, history and science, so as to better share this information in a manner in appropriate to the visitor and the situation.

Ability to manage multiple tasks and ongoing assignments, for example overseeing program bookings, to ensure that all services are provided in a professional and timely manner.

Flexibility and the ability to adapt to changing situations in order to provide top quality visitor services by meeting the diverse needs of visitors and programs in a fluid working environment.
Standard first aid CPR-C & AED (Intermediate) certification.

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 Interpreter must always strive to provide the best possible visitor experience, implementing approaches and updating old ones as needed.</p> <p>This position must seek out and consider opportunities to partner with other organizations to deliver programs and special events.</p>
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	<p>This position must seek out and maintain relationships with teachers, Scout/Guide leaders, parents and other interested parties, actively soliciting their input and feedback on program development and revision.</p>
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>This position continually evaluates programs to ensure they are meeting the needs of all users, adjusting or adapting them with new approaches as necessary</p> <p>When evaluating programs, this position must integrate a range of data and perspectives, including school curricula, parent/teacher evaluations and the ideas and experiences of staff.</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 	<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> <p>This position is responsible for training,</p>

		insight to others • Supports career development of direct reports	coaching and mentoring seasonal interpretive staff.
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Benchmarks

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

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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.