

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(CULTURE DIVISION – MUSEUMS & HERITAGE PRESENTATION – LOCATION – HAMILTON CHILDREN'S MUSEUM – LOCATION – 1072 MAIN ST. E.)

EDUCATION INTERPRETER - CUPE 5167

Planning and Economic Development is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Researches, develops and delivers; tours, public and educational based programs, special events, and exhibits; assists during exhibition changes; sells tickets, balance cash; take and record bookings, some clerical work; assists with collections management; provide visitor orientation, answer questions; monitors and secures the building; supervises volunteers.

GENERAL DUTIES

Receive visitors, give tours and provide interpretation of site.

Maintain security of building and collection; ensure visitors who enter leave.

Open and close building; report problems.

Responsible for all aspects of tours and programmes such as adhering to time schedules, group control, equipment and artifact safety.

Supervise volunteers.

Sell and take tickets; balance cash; maintain associated records.

Receive and answer visitors' inquiries.

Record and confirm group bookings

Set up and dismantle programme equipment.

Input and retrieve museum data.

Assist with planning and development of programmes, tours and special events, on and off-site.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous education interpretation experience normally acquired through a combination of education and relevant work experience.
2. Employment experience requiring excellent verbal and written communication skills for visitors of all ages and abilities. Demonstrated ability to communicate with mixed groups and ages, knowledge and interests.
3. Experience in a computerized environment. Working knowledge of Word, Excel and Microsoft Outlook.
4. Demonstrated ability to provide visitor orientation and interpretation, research pertinent facts and assist in the planning and co-ordination of special events and programs.
5. Employment or demonstrated experience in the development and delivery of programs, including but not exclusive to; early childhood education, educational and special programs using curriculum guidelines.
6. Previous experience balancing cash.
7. The demonstrated ability to take the initiative, make good judgements and the ability to work independently and as part of a team.
8. Ability to work days, evening, and weekends (both Saturday and Sunday) with the ability to adapt to other work related requirements.