

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT(CULTURE DIVISION – MUSEUMS & HERITAGE PRESENTATION - LOCATION – 77 JAMES ST. N.)

HERITAGE PRESENTATION COORDINATOR- CUPE 5167

SUMMARY OF DUTIES

Reporting to the Senior Curator, Learning and Interpretation, the Visitor Experience Coordinator plans, coordinates and implements cultural and heritage presentation activities. Works as a team leader with community groups (including as staff liaison to citizen committees), volunteers, program staff and members of the public on public program projects. Performs administrative duties of a confidential nature. The Visitor Experience Coordinator facilitates meaningful personal experiences and conversations with diverse audiences across HRM's physical spaces and digital platforms. They seek to engage and inspire visitors through history, dialogue and connection by:

- building relationships with visitors and community partnerships through personal interactions, dialogue and collaborative projects
- facilitating visitor experiences - in person, online in a variety of forms, all resulting in a personal, active, and thought-provoking heritage experience.

GENERAL DUTIES

Plan, coordinate and implement a variety of cultural and heritage presentation programme activities including the heritage plaquing program, events, exhibits and workshops for a wide range of audiences and situations.

Support City-wide interpretive planning, organize and deliver heritage-based visitor experiences (inclusive of school and public programming, digital and physical exhibitions, interpretation, social media) across the City of Hamilton.

Act as staff liaison to Hamilton Veterans Committee.

Conduct research on a variety of heritage subjects.

Coordinate heritage programme activities with volunteers, citizen committees, and other City employees on projects and programs. Work collaboratively with staff and a variety of community partners

Coordinate distribution of cultural information packages including presentations and displays.

Manage the day-to-day operations of the section's social media presence, leading content creation efforts and curating content from across HRM sites.

Coordinate and assign tasks to volunteers.

Design and oversee production of a variety of printed and electronic media: exhibit panels, interpretive panels, flyers, brochures, small publications.

Review and edit materials prepared by others to ensure consistency in format. Secure all necessary copyright clearances.

Compile and update section statistics as required.

Monitor monthly transaction listings to ensure accounts remain within allocated budget.

Provide work-related direction to co-op and other students when requested to do so.

Draft correspondence for Manager's signature relating to program information, acknowledgements, departmental protocols and routine requests for information.

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.

Assist in raising awareness of museum experiences in the community.

Support the creation and implementation of dynamic engagement strategies in collaboration with other members of staff and community partners.

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

QUALIFICATIONS

1. Previous museum or heritage programming experience related to duties listed above normally acquired through a post-secondary program in Museum Studies, Public History, Education or related field or a combination of education and relevant work experience.
2. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Word, Excel, Access, Outlook and Desktop Publishing)
3. Knowledge of and experience managing social media accounts across a variety of platforms (including, but not limited to: Facebook, Instagram, YouTube) by way of posts, stories, reels and other tools.
4. Expertise in using cameras, sound and lighting equipment for photography and videography purposes.
5. Advanced proficiency with Adobe Creative Cloud.
6. Previous public programme planning experience including coordination, planning, implementation and evaluation.
7. Experience in organizing, delivering and evaluating events, both in-person and in digital spaces.
8. Must possess excellent interpersonal skills and the ability to relate to elected officials, peers, superiors and the general public with tact and professionalism.
9. Must possess maturity, initiative, good judgement and the ability to provide guidance and take leadership role when necessary.
10. Ability to work independently with minimal supervision.
11. Possess strong multitasking, organizational, and project management skills; ability to work individually and collaboratively with a high degree of attention to detail and ability to communicate ideas effectively both verbally and visually.
12. Possess a visitor-centered focus, with knowledge of design principles, design thinking and/or experience design.

13. Initiative to develop fresh ideas and gather/collaborate on content from both internal and external stakeholders and to keep on top of digital and social media trends

NOTE:

This position may be required to work nights and weekends, as well as staggered work hours to meet operational needs.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.