

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT

(TOURISM AND CULTURE DIVISION – MUSEUMS & HERITAGE PRESENTATION - LOCATION – HERITAGE RESOURCE MANAGEMENT – LISTER BLOCK)

COMMUNITY HERITAGE AND OUTREACH COORDINATOR– CUPE 5167

SUMMARY OF DUTIES

Reporting to the Senior Curator, Learning and Interpretation, the Community Heritage and Outreach Coordinator plans, coordinates and implements cultural and heritage interpretation activities, working as a facilitator and collaborator with community groups, volunteers, staff and members of the public on visitor experience projects. The Community Heritage and Outreach 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

Research, plan, coordinate, organize, publicize, implement, and evaluate public facing programmes presented by the museum including curriculum-relevant educational programmes, workshops, exhibition projects, outreach programming and major and minor special events both on and off site.

Assist with the Representation of the museum to the community, building and strengthening relationships with community partners and individuals.

Ensure that all Hamilton Civic Museums experiences - including exhibitions, events and programs are accessible and welcoming to visitors, within the context of the museum's interpretive strategy.

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

Support partnership projects (including exhibitions) with community groups and heritage advocates.

Coordinate project-based advisory committees, focus groups and consultation efforts.

Project manage community heritage partnership projects.

Coordinate HRM participation in larger events.

Coordinate outreach, relationship building, consultation, feedback and co-creation activities with community project partners.

Coordinate project-based advisory committees, focus groups, consultation.

Coordinate exhibition program and schedule for Heritage Resource Management spaces, including the Visitor Experience Centre, on-site galleries, and digital spaces.

Job Description #: 7715

Support the planning, design, fabrication, installation and evaluation of museum exhibitions and related programming in traditional and non-traditional museum settings.

Plan, deliver and evaluate outreach programming.

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. Educational background in public history, museum studies or education
2. Considerable relevant experience in a museum/cultural institution setting related to duties listed above.
3. Excellent communication and strong organizational skills.
4. Experience in a computerized environment. Working knowledge of Word, Excel and Microsoft Outlook. Proficiency in design software like Adobe Creative Suite is an asset.
5. Experience working with diverse community groups, preferably within the arts, culture or heritage sector.
6. Experience managing complex projects with multiple stakeholders.
7. Experience managing a heritage exhibition program; managing exhibits in traditional and non-traditional spaces.
8. Capacity to think strategically about building and sustaining relationship with organizational partners and community members.
9. Effective and consistent interpersonal and communication skills.
10. Ability to speak publicly and represent the Hamilton Civic Museums in community and professional settings.
11. Ability to work independently and manage multiple responsibilities.
12. Must possess sound knowledge of professional museum practices and familiarity with all aspects of exhibition and program planning.
13. Experience in developing and delivering interpretive programming for diverse audiences.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.