

<b>Title</b>	<b>Heritage Interpreter (Attendant) – City of Richmond</b>
<b>Schedule</b>	<p>May 8 to August 27, 2020</p> <p>Hours of Work: 9:30am to 5:30pm</p> <p>Tuesday to Saturday or Sunday to Thursday. Some flexibility required around events.</p>
<b>Job Status &amp; Wage</b>	<p>Auxiliary</p> <p>\$19.27 per hour</p>

## **POSITION OVERVIEW**

The City of Richmond is looking for two enthusiastic, self-motivated individuals who have excellent customer service, public relations, communication and interpersonal skills. You will enjoy working with the public at heritage sites including Britannia Shipyards, Steveston Museum, London Heritage Farm and Steveston Interurban Tram Building. You will ensure customer satisfaction by interacting with the public in heritage settings and providing information and assistance. Examples of key work activities include:

- Providing heritage information, tours and customer service to members of the public.
- Interpreting heritage buildings in costume and engaging the general public with activities.
- Ensuring safety and security of heritage buildings and practicing preventative conservation.
- Ensuring public safety at all times.
- Developing social media content.
- Performing a variety of clerical, typing/word processing and receptionist activities

## **EDUCATION AND EXPERIENCE**

Completion of Grade 12 or equivalent supplemented with a background in history, museum studies, education or tourism, or equivalent combination of experience.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Possess an outgoing and friendly personality and be willing to engage with public.
- Ability to interact with groups of individuals of all ages. Ability to be knowledgeable, personable and skilled at maintaining control of the interpretative conversation while creatively encouraging willing visitor involvement
- Ability to understand and carry out oral and written instructions. Ability to interpret, educate and inspire visitors.
- Interest in, and knowledge, of local history.
- Ability to effectively prioritize workflow and multitask and demonstrate organizational ability.
- Ability to work well under pressure and deal with stressful situations with professionalism.
- Strong problem solving and communication skills including ability to make decisions independently.
- Ability to courteously and effectively deal with the public in providing information and assistance.
- Ability to work both independently and interdependently while exercising sound judgement and initiative.
- Ability to successfully clear a Police Information Check.
- Ability to speak a second language and postsecondary education is an asset.

### **Apply:**

Deadline for Application – Tuesday, March 31, 2020.

Attention: Gabrielle Sharp, Museum Coordinator  
 Britannia Shipyards, City of Richmond,  
[gsharp@richmond.ca](mailto:gsharp@richmond.ca)

*No phone calls please. Only those selected for an interview will be contacted*

### **These positions are dependent upon grant funding.**

The Applicant must:

*Be a Canadian citizen, permanent resident or have been granted refugee status in Canada; are legally entitled to work in Canada; are between the ages of 16 and 30 years of age and the start of your employment and are a fulltime post-secondary student who intends to return to school. The applicant also must be registered in the Young Canada Work candidate inventory; willing to commit to the full duration of the work assignment and must not have another full time job (over 30 hours a week) while employed with YCW. The City of Richmond is an equal opportunity employer and encourages all individuals meeting the qualifications listed above to apply.*