



## Attendant (Heritage Interpreter) Job ID: 2024-0101

The City of Richmond is committed to be the most appealing, livable, well-managed community in Canada, a goal that is only made possible by developing our most valuable asset – *our people*. This is a great opportunity to join our team and shape our community. The City of Richmond offers competitive pay programs, comprehensive benefits and attractive incentives. If you are looking to make a difference, and to share our vision “to be the most appealing, livable, and well-managed community in Canada”, then please apply.

### Overview

The City of Richmond invites applicants for enthusiastic, self-motivated individuals who are passionate about sharing local history with visitors, and are excited to join a team of vibrant heritage interpreters. If you have exceptional communication and interpersonal skills, and will help our visitors connect with the cultural and natural heritage of the Steveston community, we encourage you to apply today. Some of the sites include Britannia Shipyards National Historic Site, London Farm, Steveston Museum and the Steveston Tram.

### Examples of key responsibilities include, but are not limited to:

- Interpreting Richmond’s history and heritage to the visiting public, using a variety of methods such as: tours, historical demonstrations, group programs, facilitated games or activities, and one on one conversations. Some activities may require period costumes be worn.
- Assisting with the preparation of event and program materials, including set up and take down.
- Ensuring safety and security of museum and heritage facilities.
- Ensuring visitors are welcomed and helping with wayfinding and connecting with appropriate activities, and taking payments.
- Supporting the safety of visitors by helping create a safe environment and responding to emergency situations.
- Supporting volunteers working on site
- Supporting the upkeep of exhibits and the facility, e.g. dusting exhibits, cleaning glass cases, picking up trash, weeding gardens.
- Performing basic clerical and receptionist activities.
- Performing other duties as required.

### Knowledge, Skills & 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 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, explain, 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 perform cashiering duties accurately.
- Ability to work both independently and interdependently while exercising sound judgement and initiative.
- Knowledge and skills in using Microsoft Office programs such as Word, Excel, Outlook and PowerPoint.
- Knowledge of clerical and modern office practices and procedures.
- Ability to successfully pass a Criminal Record Check.

- Ability to speak a second language is an asset.

## Qualifications and Experience:

- Completion of Grade 12 or equivalent required;
- Basic knowledge of Canadian and BC history and a demonstrated capacity to quickly learn Richmond history is preferred;
- Experience delivering heritage interpretation or leading group programming is preferred;
- Cashiering and experience using a Point of Sale (POS) or other computer cash system is an asset; and
- Current Occupational First Aid Level 1 certification or higher is an asset.

## Working Conditions:

Duties may be performed in a variety of environments, including outdoors, in all weather conditions. Must be comfortable standing for long periods of time. May encounter upset or unpleasant customers. Must be able to work weekends.

## Additional Information:

Location: Britannia Ship Yard

Employee Group: CUPE Local 718

Position Status: Auxiliary

PCC#:

Pay Band: XAT

Pay Range/Rate: \$20.69

Hours of Work: These are auxiliary positions that will involve variable hours. Flexibility and willingness to work a variety of shifts including days, evenings, and weekends is required.

Internal Closing Date: 3/24/24

External Closing Date: 3/31/24

Openings: 6

*The City of Richmond is an inclusive employer committed to employment equity objectives and invites application from all qualified individuals. We thank all applicants in advance for their interest; however, only those under consideration will be contacted. Should you be contacted and require some form of accommodation during the recruitment process, please let us know and we will endeavour to meet your needs to the best of our ability. If you are unsuccessful, please accept our appreciation for your interest. No Telephone inquiries, please.*

*This position is restricted to those legally entitled to work in Canada.*