Fisheries Museum of the Atlantic

Position: **Lead** **Heritage Interpreter**

Department: Interpretation

Direct report: Operations Supervisor / Curator of Interpretation

Updated: February 2020

**Responsibilities:**

* Communicate with the Museum visitor. This involves approaching visitors, engaging visitors in general conversation and interpreting the vessels/exhibits/site for the visitor as well as animating exhibits and answering questions
* Check emails and staff cell phone every morning and complete necessary daily documentation approximately 30 minutes prior closing
* Daily review of DAS, Tours & Bookings
* Responsible for artifact & visitor safety
* Be familiar with emergency procedures when dealing with collections issues and know who to call in the event there is an issue (see Lead Procedures Document)
* Assists with program development & presentations
* Follow Lead HI Procedures: Opening & Closing; Damaged Artifacts; Incidents; Staff Training; and FMA Policies & Procedures
* Participate in all relevant training activities
* Confirms understanding when dealing with staff issues / concerns
* Knowledge of emergency & security procedures
* Report to the Operational Supervisor scheduled shift changes
* General knowledge of other departmental roles & responsibilities
* Use of Museum resources for ongoing professional development
* Provide regularly scheduled Museum guided tours
* Maintain a high standard of professionalism at all times
* Must follow and adhere to safe & healthy workplace practices at all times
* Participate in Museum related activities including special events & trade shows
* Flexibility in dealing with customer needs, especially groups.
* Perform related duties as assigned by Operational Supervisor and / or Curator of Interpretation
* Conduct presentations, activities and school programs
* Guide, facilitate, mediate and represent professionalism
* Be a motivating team builder; a positive team player who continually strives to foster a respectful and motivating workplace
* Train new Heritage and Vessel Interpreter Staff and provide them with the tools to do their best (see Lead Procedures Document)
* Take note of Heritage/Vessel Interpreter Staff who are not following proper policies and procedures (see Lead Procedures Document)
* Gentle reminders to staff who are not following proper procedure/policies. All corrective discussions, even minor, must be recorded in Communications Binder
* Participate in presentation/observation components of performance reviews where relevant or required
* Communicate necessary information on white board in staff room
* If calling in sick on your weekend to work, you must make verbal contact with the on-call Supervisor as soon as possible
* Do everything in your scope to directly or indirectly provide our visitors with the best possible museum experience
* *In the absence of Operations Supervisors and / or Curator of Interpretation:*
  + *Fill out incident reports*
  + *Take on role of First Responder*
  + *Conduct 9 am briefings*
  + *Visiting Vessels*
* Report recurring issues to the Operational Supervisor / Curator of Interpretation, it is essential to follow the proper chain of command
* Ensure that a Lead H.I. always carry staff cell phone
* Work with your co-Lead H.I. to provide consistent messaging to the Interpretive staff
* Be able to troubleshoot when needed
* Take appropriate professional steps when dealing with visitor complaints / issues, and know to whom you direct / communicate issues if beyond your scope

**Qualifications:**

* Certification in recognized secondary related programs
* Minimum high school graduation or an acceptable combination of education, training and experience
* Significant experience and knowledge of the Atlantic Fishing Industry as it relates to: At sea or on land an extremely valuable asset
* Experience in museum environment and interpretation an asset
* Enthusiastic and outgoing with a desire to provide exceptional customer service
* A genuine interest in engaging with a diverse visitor group
* Public speaking and previous work with a wide, diverse audience an asset
* Demonstrates an interest in lifelong learning
* Demonstrates an ability to remain calm under pressure and make appropriate decisions under pressure, taking all facts into consideration
* Demonstrates the ability to analyze and prioritize these facts to the best interest of the operations when decision making
* Posses strong communication skills
* Consistently demonstrates appropriate behavior and emotions in the workplace
* Ability to work safe and respects and promotes adherence to safety policies and procedures
* Presents oneself professionally in all settings and has a clear understanding of professionalism in an organization
* Multi-tasks with ease and proficiency
* Demonstrates a positive interaction with the public with clear understanding of the principals of good customer service
* Customer service training and knowledge of the Tourism Industry a definite asset
* Work ethic includes flexibility and positive attitude
* French and additional languages a definite asset
* Availability to work weekdays, weekends and a variety of shifts
* Safety related training, including first aid and WHMIS an asset
* Vessel related training such as small watercraft licence and radio operators licence an asset
* Ability to work within a team environment (and related training) or independently
* Possesses a valid driver’s licence with clean Abstract
* Provide a current Criminal Record Check

**Every employee of the FMA is required to strive toward excellence in customer service. All responsibilities must be carried out in a professional manner toward public and fellow employees. Every employee is an important part of our team and must contribute positively to our team. Each employee must be diligent working safe and ensuring the safety of our visitors and fellow employees.**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_have read, understand and agree to the

Terms contained herein.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_