

Fisheries Museum of the Atlantic
Position: <b>Heritage Interpreter</b>
Department: Interpretation
Day to day report: Lead Heritage Interpreters
Senior report: Curator of Interpretation / Senior Operations Supervisor
Occasional report: Curator & Boat Builder
Date: 2015
Reviewed: November 4, 2021

### **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
- Responsible for artifact & visitor safety
- Assists with program development & presentations with the direction of the Curator of Interpretation
- The Curator of Interpretation develops programs with the full understanding that HI staff will deliver programming when requested.
- Providing talks and demonstrations (including school programs) as requested
- Participate in all training activities and assist in training of new staff
- Knowledge of emergency & security procedures
- Use of Museum resources for ongoing professional development
- Provide regularly scheduled and impromptu Museum guided tours as requested
- The Interpreters are very visible representatives of the Museum and are always expected to maintain a high standard of professionalism.
- Must always follow and adhere to safe & healthy workplace practices
- Participate in Museum related activities including special programming, events & trade shows as requested
- Flexibility in dealing with customer needs, especially groups.
- Area cleaning and regular housekeeping/maintenance including preventative maintenance practices as directed
- Perform any related duties as assigned by Supervisors

### **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
- Multi-tasks with ease and proficiency
- 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, evenings, 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
- Must provide a current Vulnerable Sector Check

**Regular job performance reviews are conducted and reflect current job description criteria. 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.**