



Education Programmer, Museum

Position Code: 136

Department: Parks, Recreation & Culture

Division: Culture & Events

Reports To: Supervisor, Museum

Direct Reports: None

Pay Band: 6

Effective: June 2018

Revised: Dec/25, Feb/25, Dec/22, Jun/22, Sep/20

Status: Permanent Full-Time Non-Union

Indirect Reports: Student Programmers

Position Summary

Reporting to the Museum Supervisor, the Education Programmer, Museum develops, implements and delivers quality and dynamic on and off-site programs for community members and museum patrons of all ages that connect to the Museum's mandate and strategic goals. Creating and maintaining community relationships is a priority. The Programmer provides care, supervision, and program facilitation for participants to ensure quality experiences. The position develops, promotes, and delivers children's crafts, activities, and storytelling programs grounded in the Museum's exhibits and collections. Through strong leadership and engaging, history-focused experiences, the role supports participants in learning, socializing, developing new skills, and building self-esteem. Programming will also include lectures, presentations, and tours that relate to the Museum. The Programmer also develops interactive and interpretive activities linked to permanent and temporary exhibits and plays a key role in visitor engagement.

Duties and Responsibilities

1. Program Planning and Development (40%):

- (a) Develop enjoyable and stimulating educational and interpretive programming for all ages. Children's programming (e.g., ages 6 – 12) includes PA Day, March Break and summer programs; curriculum-based on- and off-site programming for local students and youth groups is also included. Programming based on museum exhibits and collections will also be developed.
- (b) Support the recruiting, hiring, training and mentorship of Student Programmers in researching, planning, and delivering summer programming under the direction of the Supervisor.
- (c) Source grant and community funding for the development of curriculum-based educational kits for use in local schools. Work with Museum staff to source items for or from the educational collection.

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- (d) Purchase and prepare programming supplies
- (e) Plan and execute day trips to museums and historic sites. Organize lectures and presentations for adults and special events as requested.
- (f) Create and provide guided tours of the museum gallery and historic walking tours. Assist in updating tours by completing research and training other staff and volunteers as required.
- (g) Identify individuals and organizations within the community for partnership opportunities to improve program delivery, content, planning, etc.
- (h) Maintain and populate registration software with museum programs.
- (i) Coordinate, accept, and retain registration and booking information for programs (e.g., bookings, photo releases, medical/emergency contacts, etc.)
- (j) Comply with municipal, provincial, and federal guidelines and fire regulations. Utilize High Five training.

2. Program Delivery and Promotion (40%):

- (a) Conduct sign-in and sign-out procedures for children's programming participants. Deliver and facilitate programs with the assistance of support staff. Complete registration processes, including payment processing.
- (b) Promote programs using media outlets (e.g., radio, television, print, social media, etc.) as well as off-site promotion at special events within the community.
- (c) Create promotional materials, including posters, social media content, e-newsletters, and media releases. Populate the Town website with event and program information.
- (d) Schedule room bookings and facilitate program delivery.
- (e) Track program participant statistics for grant and annual reporting purposes.
- (f) Ensure the safety and well-being of all participants during program delivery. This includes administering first aid and completing incident reports when required.
- (g) Respond to requests from teachers, students and community groups and schedule tours and programs as required.
- (h) Participate in the implementation and continued development of museum programs, policies and procedures. Prepare and present written reports as required.

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- (i) Develop and administer program surveys/feedback to determine areas for program development and improvement.
- (j) Organize, stock, and operate the museum booth at special events with the assistance of volunteers and other museum staff.

3. Other Museum Functions (20%):

- (a) Conduct facility operating duties, including activating and de-activating security alarm, removing snow from entrances and exits, activating appropriate lighting, performing end of shift security alarm checks, and opening and closing daily cash.
- (b) Provide superior customer service to visitors by greeting, answering questions, and promoting and providing information relating to the Museum.
- (c) Process gift shop sales, memberships, and donations through point of sale. Assist in tracking museum visitors for reporting purposes.
- (d) Assist with special events as required.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g., safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or departmental or corporate objectives.

Knowledge, Skills and Experience

1. Post-secondary diploma or certificate in Museum Studies, History or related field.
2. Six (6) months of experience in public programming within a museum or similar setting. Teaching credentials an asset.
3. Strong research skills with experience researching in a museum setting. Knowledge of local history, attractions and businesses is an asset.
4. Excellent organizational, communication, interpersonal, and customer service skills. A strong team player with a collaborative and creative approach as well as excellent administrative, analytical and prioritization skills.
5. Thorough working knowledge of Microsoft Windows Office applications and office equipment. Knowledge of Past Perfect Museum Software, Canva, Adobe Acrobat, and Adobe Photoshop an asset.

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6. Physically capable of performing the requirements of the position, including wearing required personal protective equipment.
7. Ability to work a flexible schedule, including evenings and weekends.
8. Valid Class "G" driver's license and access to a reliable vehicle to use for work business. Ability and willingness to travel within the community and out of town as required.
9. Possess Vulnerable Sector Check satisfactory to the Employer and a valid standard first aid and CPR/AED level "C" certificate.

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Some sedentary work with no undue fatigue that involves sitting but may require standing or walking for periods of time. Individual must operate office equipment such as computers, multi-function copiers, phones, and cash register. (90%) Must be physically fit and able to exert up to twenty-two (22) kilograms (50 pounds) of force occasionally and ten (10) kilograms (22 pounds) of force regularly to push, lift, carry, or otherwise move an object. (10%)

Normal hours of work are thirty-five (35) hours per week, usually Monday through Friday. Shifts are normally seven (7) hours plus a one (1) hour unpaid meal break. Flexibility in scheduling is necessary as there will be the occasional requirement to switch shifts, including evenings or weekends, to meet programming needs.

Physical Environment: Work is conducted in a standard museum environment (90%) with occasional work at event sites both indoors and outdoors. (10%)

Sensory Attention: Requires the ability to prepare and read a variety of reports, letters/correspondence, etc. Requires the ability to communicate effectively including explaining processes, instructions and speaking before groups of people with periods of continual visual concentration. Requires the ability to utilize mathematical formulas and ability to coordinate hand and eyes rapidly and accurately in using equipment. (100%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (85%) Occasional exposure to disgruntled members of the public. (10%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations. (5%)

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Contacts and Dimensions

Direct Reports: 0
Indirect Reports: 2
Total Employees Serviced: 2
Other Working Relationships: Position communicates regularly with staff, patrons, program participants, parents, schools, community organizations, businesses, and the public.
Budget: n/a
Salary Budget: n/a

Review and Signatures

Employee Name: _____
Signature: _____ Date: _____
Supervisor Signature: _____ Date: _____
Manager/HR Signature: _____ Date: _____