



Position Description

Education Programmer, Museum

Position Code:	136	Pay Band:	6
Department:	Parks, Recreation & Culture	Effective:	June 2018
Division:	Culture & Events	Revised:	June 2022, September 2020
Reports To:	Supervisor, Museum	Status:	Permanent Part-Time Non-Union
Direct Reports:	None	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 of learning and participation 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 also a priority. The position provides care, supervision, and program facilitation for program participants to ensure quality experiences for patrons of all ages. Develops, promotes, and implements crafts, games and storytelling through effective leadership and programming with a historical focus, enabling children to develop skills, learn, socialize, and build self-esteem; develops and implements adult day trips to sites of interest. The main duties and responsibilities of the position include program planning and development, program delivery and promotion, and other Museum functions.

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 three (3) hour PA Day, March Break and summer programs; curriculum-based on and off-site programming for local students is also included. Programming based on museum exhibits and collections will also be developed.
- (b) Lead 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.
- (d) Maintain an inventory of craft supplies and purchase supplies as required with approval of Supervisor or designate.
- (e) Plan and execute adult day trips to museums and historic sites. Organize lectures and presentations for adults and special events as requested.
- (f) Provide guided tours of museum gallery and available walking tours. Assist in updating tours by completing research and training other staff and volunteers as required.
- (g) Identify key individuals and organizations within the community that have assets that will improve program delivery, planning, etc.
- (h) Maintain and upload program information on registration software. Complete registration processes for all program activities and respond to questions.
- (i) 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 other Museum staff. Complete registration processes, process payments when required.



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- (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, such as posters, social media content, e-blasts, and Town Page ads. Populate Town website with promotional materials for events and programs.
- (d) Schedule bookings and facilitate program delivery.
- (e) Track program participant statistics for grant and annual reporting purposes.
- (f) Responsible for 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 research requests from teachers, students and community groups and schedule guided gallery tours as required.
- (h) Participate in the implementation of museum programs, policies and procedures. Prepare and present written reports as required.
- (i) Investigate the needs of patrons using basic survey methods to determine areas for program development and improvement.
- (j) Conduct radio and television interviews as required. Organize, stock and operate the museum booth at special events with the assistance of volunteers and other museum staff. Distribute posters and brochures within the community; contact local schools for brochure delivery.

3. Other Museum Functions (20%):

- (a) Conduct facility operating duties, including activating/de-activating security alarm, removing snow from all entrances and exits (when required), activating appropriate lighting, and, performing end of shift security alarm checks, and opening/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. Track museum visitors.
- (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 necessary departmental or corporate objectives.

Knowledge, Skills, and Experience

1. Post-secondary courses in Museum Studies, History, or related discipline.
2. Six (6) months of experience in public programming within a museum 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. Demonstrated ability to work with children ages 6 to 12. Experience with historical research and craft-based activities an asset.
5. Ability to observe/assess participant behaviours, enforce safety regulations and emergency procedures and apply appropriate behaviour-management techniques.
6. Good administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.



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7. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment particularly when handling highly confidential/sensitive information. Possess a high level of initiative and personal integrity.
8. Working knowledge of Windows and Microsoft Office applications and office equipment. Knowledge of Past Perfect and Adobe Photoshop, Affinity, or other design software an asset. Video editing also an asset.
9. Physically capable of participating in programs and wearing the applicable personal protective equipment.
10. Valid Class "G" driver's license and ability and willingness to travel within the community as required.
11. Possess a current Vulnerable Sector Check with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands require no undue fatigue that involves sitting, but may require standing or walking for periods of time. Individual must operate office equipment such as computers, copiers, faxes, and scanners. (90%) Must be able to exert up to fifty (50) pounds of force occasionally and twenty (20) pounds of force regularly to push, lift, carry, or otherwise move an object. (10%)

Normal hours of work are eighteen (18) hours a week, increasing to thirty-five (35) for the summer months; shifts will be dependent on the programming schedule which may include days, evenings and weekends. Flexibility in scheduling is necessary as there may be the occasional requirement to attend to functions outside of normal work hours, change shifts, or to work overtime as needed.

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%)

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, community groups/organizations, and the general public.
Budget:	n/a
Salary Budget:	n/a



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Review and Signatures

Employee Name (print): _____

Date: _____

Signature: _____

Supervisor Signature: _____

Date: _____

Manager/HR Signature: _____

Date: _____