



The Ukrainian Cultural Heritage Village (UCHV) anticipates hiring into the following position for the summer of 2019.

Position: Visitor Services & Public Programs Assistant (Administrative Support 1)
Duration: Temporary full-time (wage position) **April 29 – September 8, 2019**
Hours: Full-time (36.25 hours per week). Weekend and statutory holiday work required.
Wage: From \$18.27/hour (currently under review)
Closing Date: **March 15, 2019**

Are you friendly with excellent communication skills? Interested in history and culture? As part of a dynamic team, the Visitor Services & Public Programs Assistant is the primary contact for all visitors, providing information and customer services from the Visitor Centre. This position plays a key role in ensuring enjoyable, authentic, and safe learning experiences for the public by assisting visitors with general museum information, orienting visitors and groups to the Village, assisting with bookings and the administration of public programs, and occasionally supporting other areas of the museum.

This position will welcome and greet all visitors (individuals and groups) to the UCHV and ensure they are oriented to the museum. This position will be required to respond to inquiries and provide information about the UCHV, UCHV events and programs, and the local tourism area.

Additional Responsibilities:

- Open and close the Visitor Centre and ensure the Centre and Exhibits are presentable and that information material is readily available and attractively displayed
- Coordinate communications between Admissions Booth, Group Bookings, tour guides and visiting groups
- Administer visitor surveys
- Adhere to and support site procedure dealing with artifact donations from the public, lost & found, volunteering, and special event activities
- Answer telephone calls from internal callers and, on weekends, answer external calls
- Develop a working knowledge of UCHV Emergency Procedures and Policies
- Additional duties as assigned by the supervisor

Qualifications:

- High School Diploma; Post-secondary education (current or complete)
- Outgoing, polite and friendly; enjoy dealing with people of all ages and backgrounds
- Experience in reception, retail or other customer service roles
- Second language skills, particularly in Ukrainian and French
- Highly developed verbal communication and presentation skills
- Mature and responsible attitude
- Strong organization and time management skills
- Ability to learn and retain historical information
- Good IT skills
- Previous experience in a museum, gallery or historic site is an asset

This position will be required to work weekends and statutory holidays. Occasional evening work may be required.

Note: The successful candidate will be required to submit a current driver's abstract and security screening.

Please submit your application to:

Pamela Trischuk

Head, Education & Interpretation, Ukrainian Cultural Heritage Village

e-mail Pamela.Trischuk@gov.ab.ca

c/o 8820-112 Street, Edmonton, T6G 2P8 (mark envelope as "Confidential")

or Fax to: 780-662-3273

We thank all applicants for their interest; however, only those selected for interviews will be contacted.