



# KWANLIN DÜN CULTURAL CENTRE

1171 Front Street  
Whitehorse, Yukon Y1A 0G9  
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## Job Description

### **Section 1 – Position Description**

<i>Position Title</i>	<b>Heritage Interpreter (Intern)</b>
<i>Location</i>	Whitehorse, Yukon
<i>Full or Part time</i>	Full-time
<i>Hour Wage</i>	\$19.00
<i>Position Status</i>	Term Position – November 2019 to March 2020

### **Section 2 - Position Summary**

The Kwanlin Dün Cultural Centre requires an individual to perform the duties of a Heritage Interpreter, for a 17-week period from November 2019 to March 2020.

Reporting to the Cultural Programs Manager, the Heritage Interpreter is responsible for assisting tourists, clients, and community members to understand and appreciate cultural heritage. By developing, adapting and delivering interpretive programming about collections at the Kwanlin Dün Cultural Centre to the public, this position promotes local culture and heritage knowledge and fosters relationships with clients and the community.

### **Section 3 - Principal Duties and Responsibilities**

1. Delivers interactive, educational, and interpretive programming, demonstrations, and tours for a variety of audiences (tourists, general public, children, students, etc.), related to the permanent and temporary collections at the KDCC.
2. Designs and develops props, activities and/or teaching aids that support KDCC interpretive programming.
3. Engages with community and clients by providing front line customer service, including greeting visitors, responding to visitor inquiries, and monitoring visitor activities.
4. Assists with special events, including coordination of volunteer activities as well as recruitment, scheduling, and engagement of volunteers in a variety of opportunities and activities related to special events.
5. Operates and/or maintains artifacts, equipment, technology, and records used in delivering heritage interpretive programs.
6. Researches information relevant to the community's and the KDCC's heritage resources.
7. Coordinates development of a visitor survey, and collects and compiles evaluative data from the survey and other sources.
8. Participates and assists in delivery of major events and cultural and community programming, as required.

9. Collects qualitative and quantitative data on tours, and receives and records feedback from tour clients and the public.
10. Participates in collections management, including collections storage reorganization projects.
11. Assists with administrative and facility operations tasks, and performs other related duties as required.

#### **Section 4 - Specific Accountabilities**

##### ***What are the expected end results of this position, i.e. what are the impacts of performing the Principal Duties and Responsibilities?***

This position is responsible for direct customer service and ensuring clients and tourists have positive interpretive experiences at the KDCC. This position is responsible for assisting with collections storage, collections reorganization and collections management. The position is also responsible for providing assistance to a variety of program and operational staff at the Centre, including Heritage and Culture, Marketing and Events, and Administration and Operations.

#### **Section 5 - Decision Making**

Objectives for this position are developed in relation to the Cultural Programs Manager, and in conjunction with the Executive Director, who provides direction and operational guidance for this position through strategic planning, approved budgets, work plans, policies and procedural directives.

#### **Section 6 - Personal Suitability**

This position requires an individual who is passionate about customer service, heritage resource interpretation, and cultural programming. The successful applicant will have outstanding interpersonal skills, as well as exceptional oral and written communication skills, including coordination skills and a strong ability to work as part of a team. The incumbent will possess a high degree of cultural competency, including recent experience working in cross-cultural environments. This position requires a person who is well-spoken, comfortable speaking in front of small and large groups of people from various cultural backgrounds, and has experience with public speaking. A friendly, personable, and diplomatic demeanor is required.

The incumbent will be between 18 and 30 years of age at the start of employment and is a recent graduate from college or university within the last 24 months at start of employment.

#### **Section 7 – Qualifications**

- Recent graduate from post-secondary education in First Nations Studies, Cultural Resource Management, Tourism and Marketing, anthropology/archaeology, museums studies, or other related field.
- Experience in community-based, First Nation focused/directed programming.
- Excellent communication, public speaking, and customer service skills.
- High degree of comfort speaking to large and small groups of people from various cultural backgrounds.

- Experience in research and analysis and the application of research and evaluation materials to support community programming and development.
- Knowledge of and experience in working with First Nations heritage, language, traditional and/or cultural resources.
- Ability to work independently and as part of a team.
- Fluency in English is required; ability to speak another language may be an asset.
- Experience making public presentations, speaking in front of large and small audiences, or other public speaking or theatre experience.
- Knowledge and experience with cultural and heritage collections is preferred.
- Experience with cultural heritage presentation and preservation. Previous employment or volunteer experience in a similar setting is an asset.

**Section 8 – Working Environment**

This position works in an office/museum environment approximately 95% of the time.

**Section 9 - Conditions of Employment**

- Recent graduate from college or university within the last 24 months, at the start of employment
- Employees must sign a non-disclosure agreement
- Employees must complete a conflict of interest declaration
- Possession of a valid Class 5 Drivers License
- Flexible work hours are required to accommodate evening and weekend activities. Weekend shifts will be required on a regular basis.

**Section 10 – Signatures**

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p><b><u>Executive Director:</u></b> I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <p>Executive Director: _____</p> <p>Date: _____</p>	<p><b><u>Incumbent</u></b> (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p> <p>Incumbent: _____</p> <p>Date: _____</p>
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