



KWANLIN DÜN CULTURAL CENTRE

1171 Front Street
Whitehorse, Yukon Y1A 0G9
PH: 867-456-5322

Job Description

Section 1 – Position Description

<i>Position Title</i>	Cultural Ambassador (Seasonal Youth Position)
<i>Location</i>	Whitehorse
<i>Full or Part time?</i>	Full-time
<i>Salary</i>	\$20.00, Dependent on Funding
<i>Position Status</i>	Term Position – Seasonal Youth Position

Section 2 - Position Summary

Reporting to the Cultural Programs Manager, the Cultural Ambassador is responsible for assisting tourists, clients, and community members to understand and appreciate the cultural heritage of Kwanlin Dün First Nation. By developing, adapting and delivering interpretive programming about the Kwanlin Dün Cultural Centre to the public, this position promotes local culture and heritage, and fosters relationships with visitors and the general community.

The Cultural Ambassador will also participate in the coordination of cultural events and programs at the Kwanlin Dün Cultural Centre, including the annual Indigenous Peoples Day Celebration and the Shakaat Artist-in-Residence Program.

This position will also be responsible for the management of the KDCC’s social media channels and will assist with the management of the KDCC’s art collection.

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. Assist in the coordination of special events and cultural programs including the annual Indigenous Peoples Day Celebration and the Shakaat Artist-in-Residence Program.
5. Researches information relevant to the community’s and the KDCC’s heritage resources.
6. Coordinates development of a visitor survey and collects and compiles evaluative data from the survey and other sources.

7. Participates and assists in delivery of major events and cultural and community programming, as required.
8. Assists in advertisement and promotion of interpretive programs through preparation of brochures, articles, blogs, and other print and social media.
9. Manages the KDCC's social media channels and provides updates on cultural programming
10. Collects qualitative and quantitative data on tours and receives and records feedback from tour clients and the public.
11. Assists with administrative and facility operational 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 project is responsible for providing assistance to a variety of program and operational staff at the Centre, including the Departments of 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.

Section 7 – Qualifications

- 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 in First Nations Studies, Cultural Resource Management, Tourism and Marketing, anthropology/archaeology, museums studies, art or other related field may be an asset.

Section 8 – Working Environment

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

Section 9 - Conditions of Employment

- Employee must be between 15 and 30 years of age at the start of the employment, as per funding requirements
- Employees must sign a non-disclosure agreement
- Employees must complete a conflict of interest declaration
- 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><u>Executive Director:</u> 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><u>Incumbent</u> (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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