



Job Description

Section 1 – Position Description

<i>Position Title</i>	Cultural Ambassador
<i>Location</i>	Whitehorse, Yukon
<i>Full or Part time?</i>	Full-time
<i>Salary</i>	\$21.00
<i>Position Status</i>	Term Position – Seasonal Youth Position

Section 2 - Position Summary

Reporting to the Cultural Programs Manager, the Cultural Ambassador will assist in the coordination of cultural programming at the KDCC. Programming includes the KDCC's annual Shakaat Artist Residency, coordination of summer programming, exhibitions, seasonal art workshops and other special events.

The Cultural Amabassador will assist in the delivery of interpretive programming to visitors and tourists including various educational groups and the general public. By developing, adapting, and delivering interpretive programming, this position promotes local culture and heritage knowledge and fosters relationships with clients and community members.

This position will also be involved in 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. 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 for use in the KDCC Digital Knowledge Keeping Lab.
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. Collects qualitative and quantitative data on tours, and receives and records feedback from tour clients and the public.
10. Assists with administrative and facility operations tasks, and performs other related duties as required.
11. Assists with curation, set-up, and takedown of exhibitions in the KDCC Gallery Space.

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. Experience working in cross-cultural environments is an asset. 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 an interest in public speaking. A friendly, personable, and diplomatic demeanor is required.



Section 7 – Qualifications

- Completed post-secondary education in First Nation Studies, Museum Studies, Cultural Resources Management, Anthropology, History, Tourism, Culture, Communications, Art or another relevant post-secondary program
- Knowledge and experience with cultural and heritage is preferred
- Intermediate computer skills are a requirement
- Previous employment or volunteer experience in a similar setting is an asset
- Previous public programming and special events participation an asset

Section 8 – Working Environment

This position works in an office 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;
- Employee must be a Canadian citizen or a permanent resident, or have refugee status in Canada (non-Canadians holding temporary work visas or awaiting permanent status are not eligible);
- Employee must be legally entitled to work in Canada;
- Employee must be willing to commit to the full duration of the work assignment;
- Flexible work hours are required to accommodate occasional evening and weekend activities.

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.

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