

Tour Guide Application Pack

Based at this National Historic Site in Britannia Beach, your role will be as one of our team of Tour Guides in the Education Services Department. The Museum is a key visitor attraction in the Sea to Sky Corridor and we pride ourselves on giving our 30,000 (and growing) annual visitors a rewarding, enjoyable, entertaining experience. We are in an important period of growth in 2008 - 2010 with the development of our new Visitor Centre and we are looking for enthusiastic team players to help us grow. You will work along side other staff to develop and deliver a professional, educational programme.

Key duties are:

- Delivery of Museum **tours** to public and school visitors; this includes underground train ride, drilling demonstrations, gold panning and froth flotation (ore separation) demonstration
- Development and/or delivery of **outreach programmes** as directed by supervisor; this includes arts & crafts, game-style activities, artefact handling sessions etc.
- Committing to **learn and understand the Britannia story**, as well as aspects of mining history, geology and environmental sustainability, so that excellent tours can be provided to the public
- Contributing to the **site inspections/chores**, and daily opening & closing routines to ensure excellent standards and good first impressions are met
- Conducting **visitor surveys** and other evaluation methods, as directed by supervisor, to obtain formative evaluation information that will feed into exhibit and programme development
- Tour Guides will also be expected to deliver tours to the EPCOR Britannia Mine Water Treatment Plant Discovery Centre; this will be in liaison with the Curator of Education & Collections

You will report directly to the Curator of Education & Collections, though will also receive day-to-day supervision from the Visitor Services Manager and the Programmes & Communications coordinator (Head Tour Guide).

The Ideal Candidate

You will have a **professional, organized** work ethic and be a **natural communicator**, who has the ability to assimilate and present information to different audiences. You will ideally have interpretation experience, though this is not necessary, as training will be given. You will be confident, outgoing, enjoy working with both children and adults, and be proud to be an ambassador for the Museum.

Due to the relatively active nature of the position, you will have a good degree of physical fitness and will be comfortable working outdoors. You will not have a physical condition that would prevent you from operating the electric train and historic mining drills; please contact us for further information if needed.

It is expected that our Tour Guides should be able to demonstrate experience in the following (adapted from National Occupational Standards for both Heritage Interpreter and Tour Guide):

Professionalism

Essential

Exhibit professional attributes (e.g. punctual, polite, adaptable, approachable, consistent, organized, self-motivated, confident) and maintain professional appearance

Be a team member

Desirable

Exhibit ability to work under own supervision

Knowledge & Understanding

Essential

Be able to define the concept of sustainability

Identify importance of knowing resource/subject

Have interest in any of: history, mining, geology, arts, environment, technology

Describe your role as an ambassador

Desirable

Describe tourism industry and its importance in community

Identify importance of knowing sources of information

Identify importance of having direct relationship with subject

Identify importance or knowledge of relevant legislation

Communication Skills

Essential

Define communication

Listen effectively

Answer questions

Identify importance of tailoring commentary to different groups

Desirable

Identify different question types and appropriate uses

Ability to tailor commentary to passengers

Demonstrate examples of public speaking / presentations

Organization Skills

Essential

Identify importance of adhering to itinerary

Identify importance of completing clerical reports/forms

Desirable

Manage your own time

Training

After hire, you will be trained in the skills necessary to become an effective Tour Guide and communicator for the Museum. Training will happen in training sessions, through a training manual, and in 'on-the-job' training.

Training topics will include, but not be restricted to:

Professionalism	Information about organization; responding to passengers with special needs; complying with relevant legislation, e.g. risk management
Knowledge & Understanding	Fundamentals of interpretation, and interpretive tools used on site; learning styles; guidelines for responsible tourism/customer service; local types of information required for visitors Tour content
Communication Skills	Types of communication; visitor types; barriers to communication; communication skills and strategies to deliver personal interpretation and tailor to visitor type Safety & orientation information to announce to visitors Market organizational aspects as defined by Curator/Visitor Services Handle complaints responsibly
Risk Management Skills	How to follow safety, security and evacuation procedures (emergencies); follow child safety code of behaviour

Professional Development

The Museum Management believes in the professional development of its staff. There are aspects of the Tour Guide position where experience and/or additional training may allow for professional development of knowledge and skills throughout the term of employment. The generic aspects are:

Professionalism	Cross-cultural awareness; promoting stewardship; customer service; solving problems
Knowledge & Understanding	Increased understanding of: mining, history, environmental sustainability, geology, technology Further understanding of communication and interpretation techniques
Communication Skills / Program Development	Developing and delivering interpretive programmes; enhancement of personal communication techniques; increased understanding of Museum education and interpretation practices
Organization Skills	Performing administrative/clerical duties; managing own time

General Information

Wage	\$12.50 per hour. Overtime will be limited and must be authorized by a Manager, but will be paid at 1.5 x, or time off in lieu.
Days	Full time positions are 5 days a week (part time dependent on liaison with candidate). We are open 7 days a week during our spring and summer season (Feb 1 to October or November in 2010), so weekend work will be required. Scheduling is normally done to give Tour Guides two consecutive days off. We are open Monday to Friday during the remainder of our year. Working on statutory holidays will be expected, as appropriate to the season. We currently close between Christmas and New Year.
Hours	Normally a 35 hour week (part time dependent on liaison with candidate), though 30 to 40 hours may also occur depending on seasonal changes. Our hours of operation for Tour Guide staff are normally between 8.30am and 5.30pm (shift based during high season), though special events and seasonal demands may mean working hours outside this range.
Benefits	4% vacation pay at end of contract. Permanent and temporary staff also receive 4 free admissions for friends and family to the museum. The organization also strives to provide flexibility to staff depending on circumstances.
Probation	Temporary staff will be on a 1 month probation.
Security	To comply with our Child Safety Policy, all staff must be screened through BackCheck's Police Clearance and Positions of Trust process. This will happen for successful candidates after hire, and continued employment will be dependent on a clear record for issues that directly relate to child safety.

About the Museum

The BC Museum of Mining is governed by the Britannia Beach Historical Society. This Society is a non-profit organization, established in 1971 to preserve the material and social history of mining in British Columbia, and to educate the public about mining. It is a registered charity. The organization is financially self-sustaining; it receives no government funding and relies on revenues, grants and donations for its operating costs. There are 21 buildings and structures, 7000 artefacts and 18,500 archival photos and documents in the care of the Society.

We currently see around 30,000 visitors a year. Our visitors come from both local and tourism sectors, and we attract all ages. We offer public (i.e. not pre-booked) and booked tours; tour timings vary depending on seasonal changes. In 2007, we hosted around 7,000 school students. The Education Services department also operates tours to the EPCOR Britannia Mine Water Treatment Plant Discovery Centre. The Visitor Services department also operates the Chatterbox Gift Shop.

There is currently a core of 11 permanent staff positions, covering Operations, Visitor Services, Education Services and Maintenance. Our core team is complemented by seasonal and contract staff as needed and receives invaluable support from volunteers, Members and a Board of Directors.

Following on from the rehabilitation of our Mill Building (completed 2007), in 2010, we are going full strength in our construction of the new Beaty Lundin Visitor Centre, a unique building that will be



central to the Britannia Project. New exhibits, landscaping and further visitor experiences are also being developed and constructed. This project will see changes that will further solidify the Museum as a major destination attraction in the Lower Mainland.

The organization is striving towards environmental sustainability. The remediation of this former industrial site is ongoing, and the organization believes in achieving sustainable practices where possible.

Applying

To apply for this position, please send your résumé by email, fax or mail before the closing date of 23 February to:

Diane Mitchell

diane@bcm.ca

BC Museum of Mining

PO Box 188

Fax (604-896-2260)

Britannia Beach, BC

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