

POSITION DESCRIPTION

Position:	Cultural Centre Attendant	Type:	Non - Union
Incumbents:			
Reports To:	Director of Community Services or designate(s)		
Date:	May 1, 2017	Next Review Date:	
Positions Supervised:	None		

PART I - DESCRIPTION OF JOB REQUIREMENTS

General Accountabilities

Reporting to the Director of Community Services, the Cultural Centre Attendant undertakes a variety of maintenance operations and provides support to the Community Services Department.

Specific Accountabilities

The following accountabilities are not listed in order of priority:

Cultural Centre Support

- Assists with exhibition installation.
- Assists with public education, tours, programming, living history events/activities and special events planning and preparation as required.
- Assists with files, archives, researches and digitizing collection.
- Works at front desk reception welcoming visitors, receipting and daily cash reconciliation as required.
- Assists in tracking attendance and up keeping attendance statistics.
- Provides visitor information services.
- Reports any issues or concerns with exhibitions, equipment, property or process to the Director of Community Services or designate(s) promptly.

- Works with volunteers to implement and deliver programming and special events.
- Minor cleaning duties.

Communications or Relationship Management

- Responds to inquiries and provides basic assistance and information to cultural centre visitors or refers to the appropriate person or department.
- Establishes positive relationships and effective and professional communications with all internal and external contacts.
- Shares information according to privacy and/or confidentiality guidelines.
- Ensures appropriate communication with and refers appropriately to manager.
- Develops and maintains collaborative relationships at all levels of the organization in order to build trust and confidence in the services provided.
- Ensures diversity and cultural differences are respected.
- Demonstrates courtesy and tact in all interactions.

Team Building

- Develops professional working relationships with team members.
- Works respectfully, positively and collaboratively within a team environment sharing experiences and lessons learned.
- Supports the team and works with team members to ensure department needs are met including absence coverage.

Other Related Activities

- Exemplifies behaviours, actions and attitudes that are consistent with municipal vision, mission and values.
- Ensures compliance with Township and legislated policies, practices and procedures.
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations, wearing protective equipment as required.
- Strives to achieve continuous quality improvement and excellence in all activities and outcomes.

- Participates in mandatory learning/education to maintain and update skills and knowledge whenever deemed necessary.
- Implements new procedures and controls deemed necessary by management.
- Assists in training and orientation of other students as required.
- Performs other duties as required.

The above statements reflect the general details considered necessary to describe the principal functions and duties of the position and will not be construed as a detailed description of the work requirements that may be inherent in the job.

PART II - The following section headings will help describe the technical skills, education, experience and working conditions under which the incumbent is required to perform the job:

Qualifications

Education/Training/Licences

- A minimum of Grade 12 is required
- Valid Standard First Aid and CPR/AED certification or a willingness to obtain is required.

Experience

- A minimum of two (2) years' experience in a related position is preferred.

Knowledge and Skills

- General knowledge of Cultural Centre operations, principles and practices is preferred.
- A basic knowledge of equipment and materials used in a Cultural Centre is preferred.
- Ability to communicate effectively and deal with the public for exchanges, concerns, complaints and requests for information.
- Familiarity and experience with word processing (MS Word), spreadsheets (MS Excel), presentation (MS PowerPoint) and email (MS Outlook).
- Flexible, adaptable and responsive to change.

- Ability to work independently with minimal supervision.
- Accountable for own actions and decisions, making decisions within the scope of the position and referring issues/problems/events to the manager as required.
- Strong multi-tasking skills.
- The incumbent must provide a criminal clearance letter on an annual basis.
- Ability to maintain confidentiality where mandated or required.

Working Conditions

- Office work requires periods of sitting with short periods of computer/phone use.
- The incumbent has freedom to move around at will.
- Work requires occasional lifting, bending and moving of exhibitions, equipment or materials or other light physical activity.
- Limited interruptions.
- The incumbent is required to wear time period costume, as provided, in support of living history programs.
- Casual part time hours as required.
- May be required to work shift work, evenings and/or weekends as required.
- Availability to work overtime.
- Predetermined deadlines occur occasionally.
- Occasionally deals with difficult customers.

Signatures

Date

Incumbent

Manager