

Job Class Profile: **Museum Interpreter I**

Pay Level: **CG-21** **Point Band:** **340-363**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	2	2	2	2	2	1	2	
Points	93	50	13	10	60	43	41	21	21	352

JOB SUMMARY

The Museum Interpreter I provides detailed and historically accurate information to visitors to instill an understanding and appreciation of the heritage of Newfoundland and Labrador. Work involves conducting tours of museum exhibits explaining items of historical significance. Work may also include security of historic sites including opening and closing the site daily, collection of admission fees and recording visitor information.

Key and Periodic Activities

- Ensures visitor needs are met by providing effective interpretive programming pertaining to exhibits, artifacts or related matters of historical significance through demonstrating traditional skills and activities appropriate to the period.
- Provides presentations, talks, and first person interpretations or guided tours.
- Assists visitors with map interpretation, directions and information concerning local tourism facilities and points of interest.
- Answers questions related to the themes and commemorative intent of the site.
- Collects and reconciles admission fees.
- Records visitor information as required.
- Performs security related duties including opening and closing of sites.
- Assists with the monitoring and care of artifacts, period reproduction clothing and furnishings as well as tourism literature.
- Assists with research and development of general programming including evaluating intent, content, human resources, venue, timing and audience.
- Performs full inventory of all artifacts at the beginning and end of season.
- Under the direction of the supervisor, assists with orientation and training of new employees and student employees.

SKILL

Knowledge

General and Specific Knowledge:

— History of Newfoundland and Labrador.

Formal Education and/or Certification(s):

— Minimum: High School Diploma.

Years of Experience:

— Minimum: 1 to 2 years of experience.

Competencies:

— Effective customer service skills.

Interpersonal Skills

- Interpersonal skills are used and include: listening to and asking questions to determine visitor interest in Newfoundland history/heritage; and providing historical/heritage information so visitors gain an understanding of the heritage of Newfoundland and Labrador.
- Communications occur with: employees within the immediate work area; supervisor/manager; students and members of the general public.
- The most significant contacts would be the general public (i.e. visitors), co-workers and the immediate supervisor.

EFFORT

Physical Effort

- Work demands generally do not result in fatigue, requiring periods of rest.
- Lifting and moving of museum artifacts is required to set up exhibits and displays.
- Standing and walking and occasionally climbing stairs are required to provide guided tours and presentations to museum visitors.
- Fine finger or precision work occurs occasionally during care for artifacts and clerical work.

Concentration

- **Visual** concentration is occasionally required to ensure visitor safety and that exhibits and artifacts are protected from accidental damage.
- **Auditory** concentration is required when giving presentations and providing interpretative programming related to exhibits and museum tours.
- **Repetition requiring alertness** is required when delivering presentations and tours.
- **Interruptions** occur as a result of visitor questions during guided tours.
- **Precision** is required to provide historically accurate interpretative programming.

Complexity

- Work tasks and activities are similar/related in terms of the skills and knowledge used and are usually well-defined.
- Work related challenges and issues tend to be simple in nature with obvious solutions which can be addressed by following procedures, guidelines and standard work processes.
- Typical challenges involve determining methods to better promote historic sites and related stories.
- References available to address typical challenges include organizational policies and

procedures; co-workers and supervisors/managers and research materials.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed and controlled.
- Minor purchases and scheduling require supervisory approval.
- While work is directly assigned or controlled through established presentations and historical information, the physical delivery of guided tours, interpretation of historically significant exhibits and artifacts and responding to visitor inquiries is performed with independence.

Impact

- Impacts generally affect the immediate work area, within provincial historic sites in general, and on members of the general public.
- Work activities impact historical significant information.
- Typical errors or mistakes would involve the provision of historically inaccurate information.

Development and Leadership of Others

- Does not have responsibility for the direct supervision of staff.
- Expected to provide advice and guidance regarding site operations to new staff, etc. as required.

WORKING CONDITIONS

Environmental Working Conditions

- Work does not require any special precautions or safety equipment.
- Limited likelihood of minor illness or injury if normal precautions are followed.
- Working in a museum accessible by the public there is occasional exposure to slippery surfaces and floors; dirt and dust from artifacts, glare from computers and very rarely infectious diseases from visitors.