

Job Class Profile: Museum Technician I**Pay Level: CG-28 Point Band: 578-621**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	3	3	3	3	3	5	2	
Points	187	50	19	14	90	65	62	107	21	615

JOB SUMMARY

The Museum Technician I performs supervisory and technical work in the supervision, security and operation of a provincial historic site including the control and security of an inventory of artifacts from the collection of the Provincial Museum. Work involves responding to the needs of visitors by answering questions and providing information in a professional manner, supervising seasonal and student employees and managing a provincial historic site within the constraints of policy guidelines established by the Department.

Key and Periodic Activities

- Supervises seasonal and student interpreters by: scheduling and planning work; reporting staff attendance and leave; completing hiring/termination forms; providing orientation to new staff; assisting Historic Sites Officer in providing staff training, monitoring staff performance, and conducting evaluation reviews, and addressing any human resources or health and safety issues.
- Participates in the development and delivery of public programs by assisting the Historic Sites Officer with the development of regular, special event and provincial curriculum related programming relevant to the interpretative mandate of the site; co-ordinates and supervises the delivery of regular and special programs including arranging for materials and supplies; conducts tours of Provincial Historic Sites where required; ensures period reproduction clothing is worn by site staff and maintains an inventory of clothing and arranges for cleaning and alteration/repair work as required; ensures site interpretation is provided to all visitors; arranges and schedules group visits; assists with program/site marketing and conducts research on specific topics.
- Performs administrative duties to ensure maintenance and operation of Provincial Historic Sites by inspecting sites for occupational health and safety, building/grounds maintenance and security related issues and reports same; liaises with contractors; inspects artifacts and advises Historic Sites Officer of any issues; ensures adequate supplies and equipment for effective operations; responds to visitor needs by answering questions and providing information in a professional manner; investigates visitor complaints and takes corrective action; records visitor statistics and compiles reports; manages petty cash and issues admission tickets; prepares requests for purchase orders; manages correspondence and coordinates site activities to ensure standardization of information with Visitor Information Centres.
- Assists with closing of Provincial Historic Sites by storing or covering artifacts and identifying

Key and Periodic Activities

- those requiring conservation.
- Prepares Provincial Historic Sites for tourist season.
- Acts as a liaison for the Department with local and regional development, heritage and tourism groups, town councils and site advisory committees.
- Develops small, temporary interpretative displays.

SKILL

Knowledge

General and Specific Knowledge:

- Newfoundland and Labrador tourism industry.
- Basic conservation techniques.
- Interpretative programming.
- Historic Sites regulations.

Formal Education and/or Certification(s):

- Minimum: 2 year Diploma in Cultural Resource Management or related program.

Years of Experience:

- Minimum: 4 – 5 years of experience.

Competencies:

- Research skills.
- Computer skills.

Interpersonal Skills

- A range of interpersonal skills are used including: listening to information from visitors to the site and staff regarding site related issues; asking questions to gather information; providing routine information to site visitors regarding interpretative programming and travel destinations; providing direction to staff; and promoting the interpretative programming offered through historic sites and tourism in general.
- Communications occur with: employees within the immediate work area and department; summer students; contractors; supervisors/managers; and the general public.
- The most significant contacts are with: historic sites staff regarding work tasks and activities; supervisor/manager regarding any site/staff issues and to receive direction/guidance; and the general public to respond to inquiries, and provide historical interpretation.

EFFORT

Physical Effort

- Work demands do not typically result in fatigue, requiring periods of rest.
- Lifting and moving of benches, chairs, artifacts, exhibit displays and office equipment weighing up to 25 lbs. occurs occasionally.

- Sitting is required to operate a computer to complete administrative duties, while standing and walking are required to provide some interpretative programming and overall maintenance and operation of a provincial historic site.
- Fine finger and precision work is required to complete administrative tasks. Hand tools requiring physical manipulation and gross motor skills are occasionally required.

Concentration

- **Visual** concentration is required to assemble, maintain, clean and handle artifacts.
- **Auditory** concentration is required to listen while interacting with visitors and staff.
- **Eye/hand coordination** is required to operate a computer and use power tools.
- **Alertness for the health and safety of others** is required to ensure the health and safety of visitors and staff.
- **Time pressures and deadlines** exist while performing administrative duties including preparing payroll data sheets on time.
- **Interruptions** occur regularly by staff, visitors and maintenance personnel.
- **Exact results and precision** is required to assemble, maintain, clean and handle artifacts; to compile visitor statistics; reports; to complete payroll data sheets; and to manage petty cash.

Complexity

- Work tasks and activities tend to be repetitive and well-defined, but some may be different but related and involved with the maintenance and operation of provincial historic sites.
- Typical challenge or issue would be to create and manage special event programming relevant to the interpretative themes of provincial historic sites as well as monitoring staff performance and evaluating program effectiveness.
- References available to address typical challenges or issues include policy and procedures manual, heritage interpreter guidelines, respectful workplace guidelines, collective agreements and research publications. Supervisor/manager is available for assistance.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled through policies, procedures and guidelines.
- Without formal approval decisions can be made regarding: petty cash purchases up to \$100; staff scheduling; assigning duties to staff; requesting minor maintenance and repairs; and the providing of interpretative programming.
- Decisions requiring supervisory approval include: purchases over \$100; special events programming; and major repairs or maintenance.
- Discretion and judgment is exercised in the normal maintenance and operation of a provincial historic site including staff supervision and providing interpretative programming.

Impact

- Impacts generally affect the immediate work area, department and on the general public.
- Work activities impact on resources such as: information provided to visitors through interpretative programming; finances (i.e. petty cash, maintenance budget, and admissions

revenue); facilities (i.e. provincial historic sites); material resources (i.e. artifacts); human resources in terms of site staff; health and safety of visitors and staff; and corporate image.

- Consequences of mistakes or errors could lead to the inefficient operation of a provincial historic site. Mistakes can have an impact on staff; interpretative programming offered at provincial historic sites; visitor satisfaction and could cause administrative delays (i.e. payroll processing).
- Consequences of mistakes or errors are typically identified and resolved within hours.

Development and Leadership of Others

- Typically responsible for the direct and ongoing bargaining unit supervisory activities for a medium size work group of employees (5 to 10 employees).
- Development and leadership responsibilities include providing on-the-job advice, guidance, direction, training and feedback to staff; providing input into performance assessments, staffing and recruitment; provides orientation; organizes and coordinates the work of contractors and students and delegates/assigns work duties and tasks.

WORKING CONDITIONS

Environmental Working Conditions

- No special precautions or safety equipment are required.
- Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or other injuries if normal precautions are followed.
- Occasionally exposed to computer glare; sharp objects, dirt and dust from working with artifacts.