

The Fraser River Discovery Centre (FRDC), in New Westminster BC, is an interpretive center and not-for-profit organization that presents stories of the living, working, Fraser River and its contributions to the life, history, and future of British Columbia through exhibits, education programs, and special events. The Centre is currently seeking a full-time **Education Assistant (permanent)** to join our small, dynamic team of staff, contractors, and volunteers.

SUMMARY

Reporting to the Education Coordinator, the Education Assistant is responsible for delivering school programs, group tours, public programs, outreach activities, and birthday parties; providing exhibit interpretation to visitors; coordinating program bookings and payments; assisting with daily opening and closing procedures and exhibit maintenance; essential front desk and gift shop coverage; and maintaining the safety and security of the FRDC facility.

RESPONSIBILITIES

Education

- Memorize and lead our range of school programs, group tours, and birthday parties for a diverse variety of age groups and backgrounds with professionalism and flair, with support from volunteers and other Education staff.
- Engage visitors in the discovery of the Fraser River through interpretation of the Centre's exhibits.
- Assist with daily exhibit care and maintenance, including opening and closing procedures.
- Coordinate all education program bookings in a timely manner, including responding to teacher/group leader inquiries, processing booking request forms, scheduling programs, generating invoices and confirmations, and taking payments.
- Assist with the development and delivery of large-scale public education programs at the Centre, and present outreach activities at community events in the Lower Mainland.
- Assist the Education Coordinator with the day-to-day management and training of Education volunteers.
- Maintain the FRDC's high standard of professional educational programming and customer service at all times.
- Other duties as required.

Administrative

- Providing essential front desk coverage to the Operations Manager, including greeting and answering visitor inquiries, managing phone lines, assisting in gift shop operations, and processing cash register sales.
- Maintain the safety and security of the FRDC exhibits and facility for all visitors, staff, and volunteers. Report all building maintenance issues to the Operations Manager.
- Other duties as required.

ESSENTIAL AND DESIRABLE QUALIFICATIONS

- Completion of post-secondary degree or diploma in a related subject preferred.
- Proven skills in customer service and interacting with a diverse range of audiences (schoolchildren, families, seniors, etc.)
- Proven interpersonal and English verbal and written communication skills for a diverse range of audiences
- Excellent presentation and public speaking skills, especially in a heritage and/or educational setting.
- Experience with handling cash, register operation, and generating invoices.
- Experience working in a reception or front-of-house role, including experience answering phones and in-person inquiries.
- Proficiency using Microsoft Office Suite and other computer skills.
- Strong abilities in time management, memorization, organization, and problem solving.
- Proven experience working effectively as a part of a team or independently.
- Experience in, or willingness to learn, new educational techniques and methodologies such as inquiry-based teaching.
- Experience working in a heritage, cultural, educational, or non-profit setting is desirable.
- Valid Class 5 Driver's License (or equivalent) is desirable.
- Experience working with volunteers is desirable.
- A second language is desirable.
- Must be able to safely lift 40lbs.

Hours: Full-time, 37.5 hrs/week, usually Tuesday to Saturday 8:30 am– 4:30pm with occasional evening work + holidays

Rate: \$15.00/hour plus benefits (after probation period)

Application deadline: December 8th, 2018 **Start Date:** January 2nd, 2019

To apply, please e-mail resume and cover letter in confidence to:

Janine McNeilly, Education Coordinator

Fraser River Discovery Centre, 788 Quayside Drive, New Westminster B.C., V3M 6Z6

E-mail: jmcneilly@fraserriverdiscovery.org

We thank all applicants for their interest; however only those selected for an interview will be contacted.