



JOB DESCRIPTION:

Interpretive Guide
Post-Secondary Summer Student

Organizational Relationship:

The Interpretive Guide reports directly to the Executive Director, BLHS.

Employment Term:

May 27, 2024 - August 23, 2024 (13 weeks)

About the Black Loyalist Heritage Society

The Black Loyalist Heritage Society (BLHS) is committed to discover, interpret, safeguard and promote the history and heritage of Black Loyalists and their descendants, and to the advancement of universal recognition of Black Loyalists as a Canadian heritage community. The Black Loyalist Heritage Centre is an interdisciplinary learning environment where the community comes together to share its stories, preserve its cultural heritage, and experience the BLHS as a people and place. With an emphasis on culture and history, the museum serves the community through exhibitions, programming, and research resources. The BLHS is the only national, charitable organization self-entrusted to ensure that the chronicles and contributions of the Black Loyalists take their place with other communities that shape Canada's cultural mosaic.

The BLHS Centre sits on the site of the largest free Black settlement in the 1780's.

Equity, Diversity, and Inclusion (EDI)

BLHS's recruitment, hiring and human resources practices reflect our organizational values that include the Nova Scotia Museum's Equity, Diversity and Inclusion (EDI) Plan. It is critical that our workforce and workplace priorities reflect the diversity of the public we serve and the BLHS is committed to fair hiring practices based on principles of merit and inclusion - guided by public service values that include respect, integrity, diversity, accountability and the public good. Providing opportunities for all communities in our workplace will strengthen diversity and inclusion in our story telling, our policies and our programming, and will demonstrate that our site is a welcoming space for all people.

1. JOB SUMMARY

Under the direction of the Executive Director, the Interpretive Guide communicates the history of Black Loyalists in Nova Scotia and the broader story of the Black Loyalists in North America for individuals, school groups and special interest groups and the public in general. This is achieved through the delivery of guided tours, educational presentations, and some first-person interpretation. The Interpretive Guide describes areas of interest in the museum and on the site, assists visitors, answers questions, and provides historically accurate information about the experience of the Black Loyalist. This position also works closely with the Senior Interpretive Guide and the Program / Outreach Coordinator on the development, coordination and delivery of educational tours, presentations, and programs.



2. POSITION DUTIES AND RESPONSIBILITIES

A. Interpretation

- Welcome visitors to the Site, introduce and demonstrate interactive multimedia exhibits, provide tourist information, and promote on-site services such as the Gift Shop while ensuring high quality service and a good guest experience;
- Conduct guided tours for individuals, special interest groups, and schools – ensuring that each visitor’s experience at the Black Loyalist Heritage Centre and Site is engaging and meaningful and that all questions are answered accurately;
- Stay current on all Black Loyalist history by performing background reading and research as required to provide accurate and timely interpretation;
- Be responsible for handling cash sales and other related duties such as opening/closing cash, preparing nightly sale balances, and following established procedures for safeguarding monies;
- Perform general housekeeping duties, including sweeping, mopping, bathroom checks, cleaning museum exhibits, etc.;
- Assist in other operational tasks such as collecting visitor statistics, inventory or other duties required or requested by the Executive Director.

2. QUALIFICATIONS

- High school diploma and current enrollment in a university or college secondary education program.
- Ability to work in a networked environment.
- Computer skills required include: Microsoft Office suite of programs (Word, Excel and Power Point), on-line utilities or web applications (calendars and databases);
- Customer service experience in a public, guest services, tourism, or museum setting is an asset.
- Experience in using a Point of Sales system is an asset.
- Knowledge of Black Loyalist History is an asset.

3. SKILLS AND ABILITIES:

- Requires excellent verbal and written communication skills and strong interpersonal skills with a focus on customer service and visitor experience.
- Must be comfortable speaking in front of groups of various sizes, demonstrate a desire to work with and around the public, effectively speaking about multiple historical perspectives and interests.
- Must be able to answer questions clearly and directly and be responsive to enquiries and comments.
- Must be able to maintain a working knowledge of site programs and educational content.
- Must be results-oriented, possess a positive attitude and open-minded, with the ability to problem solve and generate solutions.



- Requires basic business math skills. Previous sales experience an asset.
- Requires ability to represent the BLHS with professionalism and integrity.
- Must have ability to exercise sound judgment, tact, and diplomacy.
- Must have ability to maintain confidentiality, a professional demeanor, and a high level of discretion.
- Must be action oriented with an attention to detail; possessing a positive, open-minded, and flexible attitude.
- Must have strong organizational and time management skills, requiring flexibility to meet shifting demands and priorities, and the ability to work simultaneously on multiple projects.
- Must be flexible in adjusting to schedule changes and assignments.
- Ability and willingness to learn and apply genealogical research techniques related to Black Loyalist family history is an asset.

4. WORKING CONDITIONS AND PHYSICAL DEMANDS

- May require long periods of time sitting, standing, or walking.
- May require irregular hours (evenings, weekend).
- Must comply with and adhere to the recommendations of the Chief Medical Officer of Health for Nova Scotia as they relate to Covid 19 or any other public health issues.
- Must comply with all BLHS occupational health and safety rules, regulations, policies, and practices that Nova Scotia's Occupational Health and Safety Act require the employer to enforce in its duty to protect employees in the workplace.
- This position will require to be regularly onsite at the BLHS.

5. CONDITIONS OF EMPLOYMENT

- Must be legally entitled to work in Canada.
- Must provide a satisfactory Criminal Record Check, a Child Abuse Registry Check and a Vulnerable Sector Search, at the incumbent's expense.
- A valid CPR Level C and Emergency First Aid certificate is an asset.
- Must be able to manage the physical demands of the position which may include lifting/moving heavy objects, reaching, walking, climbing stairs regularly, standing/sitting for extended periods, working in hot and/or humid environments.
- Must be available to work irregular hours on occasion, to meet operational or programming needs.

6. TERMS OF EMPLOYMENT

- The Black Loyalist Heritage Centre and Site abides by governing policies, guidelines, codes, and principles that protect the Society, its staff, its members, and the public it serves from disrespectful and harmful behaviour. The Terms of Employment require the position incumbent to sign off on the BLHS governing policies.

7. COMPENSATION:

- Rate of pay for this position is \$15.20 per hour.