

CAREER OPPORTUNITY

Visitor Experience Designer

Learning and Engagement

Engagement and UNDRIP Implementation Division

Full Time & Part Time, Seasonal Opportunities

RBCM G2 (Seasonal)

Hourly Pay Rate: \$21.71 – \$24.03

The Royal BC Museum (RBCM) was established in 1886, making it one of the oldest continually operating museums in Canada. Since its inception the museum has changed and evolved alongside the rest of the province. Today's RBCM is committed to creating community connections, gathering spaces and educational programs, and to providing opportunities for critical thinking, self-reflection, and thought-provoking experiences to people across BC and around the world.

The archives were founded in 1894 and in 2003, both organizations joined together to become BC's combined provincial museum and archives, with its purpose being to broaden the understanding about our province. We are passionate about inspiring curiosity and wonder, while sharing BC's story with millions of visitors who walk through our doors and explore our website each year.

IMAX® Victoria is also part of the RBCM and provides incredible immersive cinematic experiences and work in tandem to deliver inspiring educational and entertaining experiences.

The RBCM, is updating not only the facilities and infrastructure, it is creating a new Collections and Research Building in Colwood, BC. It is an exciting time to join the museum team as we rethink and modernize our methods and processes, and welcome the perspectives and stories of all British Columbians.

The Learning and Engagement Department develops and delivers programs that can enrich and change people's lives by providing meaning and relevance through a variety of program opportunities. The museum and archives collections are powerful touchstones through which active and thought-provoking experiences for adults, children & families and students K-12 are created.

The Learning and Engagement Department also manages all aspects of visitor experience and in this respect is responsible for reviewing and operationalizing RBCM's Visitor Experience Strategy in partnership with all visitor-facing service providers including the Royal BC Museum Foundation, IMAX Theatre, catering providers, volunteers, visitor experience designers, and staff.

Under the general direction of the Learning Program Developer the Visitor Experience Designer prepares and performs activities that enhance the visitor experience during the summer season at the Royal BC Museum. In this role, the individual will assume storytelling roles and/or use dramatic interpretive techniques while roaming around the surrounding areas of the feature and core galleries within the Royal BC Museum, around the precinct and the immediate downtown area as determined by the Museum. The Visitor Experience Designer will also assess the orientation/welcome experience of the Royal BC Museum visitor on a daily basis, and will work cooperatively with other 'front of house' departments (Admissions, IMAX and Volunteer Services) to initiate changes if necessary to improve functions.

During our 2024 summer season, the Visitor Experience Manager will develop an in-depth knowledge of our core galleries, Helmcken House and the *Stonehenge* and *Canadian Modern* feature exhibitions and be able to use interpretive and/or applied theatre skills to welcome and engage the general public, self-guided school programs and tour groups in the lobby, galleries and at special events, and outreach programs.

We are currently looking for Visitor Experience Designers who bring a wealth of expertise to our team. The ideal candidates will have some post-secondary education in theatre, hospitality or tourism, and/or education, experience with "people management" and/or other customer service related activities as well as experience with public speaking in front of large audiences and/or tour/school groups. They will require the ability to put personal skills like imagination, emotional honesty and empathy at the service of a creative process and Understanding and appreciation of how to communicate effectively to different cultures; an ability to focus and listen.

The ideal candidate will possess excellent communication skills, both verbal and written and have the ability to communicate comfortably, with tact and diplomacy as well as the ability to answer, refer or act on a wide variety of enquiries. Our successful Visitor Experience Designer will require the ability to speak English with preferred ability to speak one (or more) of the following languages: Cantonese, French, Spanish, German, Japanese, Korean, Punjabi and/or Tagalog.

Throughout the timeframe of the position (May 6 – September 6), individuals must be available and flexible to commit to working days, weekends and statutory holidays, they must also be available for on-call substitution work and must have no objection to wearing the uniform provided by the museum. If you meet these criteria, we invite you to apply and contribute your expertise to our dynamic team.

Before you apply for this position, you must meet the eligibility requirements. To be eligible to work in Canada, you must be a Canadian citizen or permanent resident of Canada or authorized in writing to work in Canada under the federal Immigration Act. Eligibility to work in Canada is granted through citizenship, permanent resident status, or a work permit.

An eligibility list may be established for future temporary and/or permanent vacancies.

How to Apply:

Your application must clearly demonstrate how you meet the job requirements listed with the job profile.

Please submit your resume and cover letter in pdf format by Thursday, April 4, 2024 at 11:59 pm (PST) with the following subject line: Last Name, First Name, RB2024-15 via email to:

RBCMapplications@royalbcmuseum.bc.ca

Additional Information:

This position requires a Criminal Records Check under the BC Public Service Screening Policy and the Criminal Records Review Act. All applicants must be legally entitled to work in Canada (i.e., have Canadian citizenship or permanent resident status).

The Indigenous Applicant Advisory Service is available to applicants that self-identify as Indigenous (First Nations, status or non-status, Métis, or Inuit) person seeking work or already employed in the BC Public Service. For guidance on applying and/or preparing for an interview, please contact

IndigenousApplicants@gov.bc.ca or call #778-405-3452.

The Royal BC Museum, Archives and IMAX Victoria celebrate culture and history, sharing the stories of British Columbia in ways that enlighten, stimulate and inspire. Through research and learning, we strive to broaden understanding of our province and inspire curiosity and wonder. Located in Victoria on the traditional territory of the Lekwungen (Songhees and Xwsepsum Nations), we are proud to welcome 800,000 visitors annually.

We are committed to creating a diverse workplace where everyone is celebrated.

As an inclusive and accessible employer, please advise People and Development of any accommodations required to assist you to ensure equitable participation in this hiring process.

JOB PROFILE

Position #110173, #136642, #136643,
#136644, #136645(PT)

TITLE: VISITOR EXPERIENCE DESIGNER

CLASSIFICATION: RBCM G2 (SEASONAL)

SUPERVISOR TITLE: LEARNING PROGRAM DEVELOPER

SUPERVISOR POSITION #: 109603

DEPARTMENT: LEARNING AND ENGAGEMENT

CONTEXT

The Royal BC Museum is situated on the territories of the Lekwungen Peoples, known today as the Songhees and Esquimalt First Nations.

The Royal BC Museum (RBCM) was established in 1886, making it one of the oldest continually operating museums in Canada. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of British Columbia, and provides for a dynamic forum for discussion and a place for cultural reflection.

The RBCM, which includes the provincial archives, is undergoing reimagination. Reimagination is a complex, transformational process that not only impacts the museum's physical presence and facilities, but also requires the museum team to undergo adaptive and technical organizational changes.

As an institution that encourages gathering, learning, critical thinking, self-reflection and thought-provoking experiences for people of all ages, modernization demands that the museum evolve and remain relevant to the communities it serves and in doing so, the team must embody and exemplify a commitment to:

- Being accountable for our individual and collective learning and embracing informed, values-based ways of working that honours diversity, inclusivity, accessibility and equity such that this commitment is evident in our interactions and relations with one another internally, and also with visitors, the public, our industry and business partners, and our community stakeholders. Being a place where diverse peoples and communities of British Columbia feel welcome in the museum and supported as they tell their truths and share the lived experiences of their current and past generations.
- Honouring and presenting an authentic human history that represents a vibrant, diverse province that exists today, which is central to RBCM's transformation.
- Incorporating an informed and values-based adoption, dissemination and implementation of Truth and Reconciliation principles, DRIPA and the province's DRIPA Action Plan.
- Being a centre of respectful, inclusive, self-motivated, team-focused collaboration.

RBCM has over 7 million objects and specimens and millions of significant government documents and records; substantial photographic, audio and video collections; artworks; and an extensive library of publications. Through research, learning, outreach and community engagement, we strive to broaden understanding about our province and inspire curiosity and wonder.

DEPARTMENT OVERVIEW

The Learning and Engagement Department develops and delivers programs that can enrich and change people's lives by providing meaning and relevance through a variety of program opportunities. The museum and archives collections are powerful touchstones through which active and thought-provoking experiences for adults, children & families and students K-12 are created.

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JOB OVERVIEW

Under the general direction of the Learning Program Developer, the Visitor Experience Designer prepares and performs activities that enhance the visitor experience during the summer season at the Royal BC Museum. In this role, the individual will assume storytelling roles and/or use dramatic interpretive techniques while roaming around the surrounding areas of the feature and core galleries within the Royal BC Museum, around the precinct and the immediate downtown area as determined by the Museum. The Visitor Experience Designer will also assess the orientation/welcome experience of the Royal BC Museum visitor on a daily basis, and will work cooperatively with other 'front of house' departments (Admissions, IMAX and Volunteer Services) to initiate changes if necessary to improve functions.

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ACCOUNTABILITIES

Required:

1. Acts as a welcome host for all visitors to the museum:
 - Greets and welcomes all visitors to the museum and archives respectfully
 - Ensures efficient service by responding courteously to general questions from the public on the Royal BC Museum holdings, museum, and tourism in Victoria, generally
 - To work as part of a cooperative team with other visitor experience designers, museum staff and volunteers;
 - Delivers engagements (linked to the *Stonehenge* and *Canadian Modern* exhibitions) that entertain and engage RBCM visitors
 - Assists with the flow of information between Royal BC Museum visitor service departments, troubleshooting daily crowd issues that may arise from visitor attendance during the summer season at the RBCM

2. Manages the lines of customers, the conduct of school and tour groups, and leads groups to their destination within the museum, by providing information and by incorporating information on the feature exhibitions, history and other information for the museum & its holdings to a wide variety of clients, including the general public, student groups, travel groups (language and/or coach tours) and cultural associations.
3. As required:
 - Assists in the implementation of hands on/interactive special events (including outreach programs) that will have integral links to the feature exhibitions
 - Supports access to Helmcken House when volunteers are not available or by special request

JOB REQUIREMENTS

Education and Experience

- Some post-secondary education in theatre, hospitality or tourism, and/or education, or any combination of related education/experience
- Experience with “people management” and/or other customer service related activities
- Experience with public speaking in front of large audiences and/or tour/school groups

Knowledge, Skills and Abilities:

- Ability to put personal skills like imagination, emotional honesty and empathy at the service of a creative process
- Understanding and appreciation of how to communicate effectively to different cultures; an ability to focus and listen
- Ability to communicate comfortably, with tact and diplomacy; before large audiences; vocal training for greater power, expressiveness and clarity
- Insight into the psychology of human behavior
- Ability to answer, refer or act on a wide variety of enquiries in an efficient, courteous, discreet and tactful manner
- Must possess excellent communication skills, both verbal and written - a ready understanding of and love for language
- Ability to speak English

Preferences

- Preferred ability to speak one (or more) of the following languages: Cantonese, French, Spanish, German, Japanese, Korean, Punjabi and/or Tagalog.

Job Conditions:

- Throughout the timeframe of the position (May 6 – September 6), individuals must be available and flexible to commit to working days, weekends and statutory holidays. Must also be available for on-call substitution work.
- Must have no objection to wearing the uniform provided by the museum

PROVISO:

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

BEHAVIOURAL COMPETENCIES

- **Teamwork and Cooperation** - is the ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Information Seeking** - is driven by a desire to know more about things, people, or issues. It implies going beyond the questions that are routine or required in the job. It may include 'digging' or pressing for exact information, resolution of discrepancies by asking a series of questions, or less focused environmental 'scanning' for potential opportunities or miscellaneous information that may be of future use.
- **Self-Control** – the ability to keep one’s emotions under control and restrain negative actions when provoked, faced with opposition or hostility from others, or when working under stress. It also includes the ability to maintain stamina under continuing stress.
- **Service Orientation** - implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations and non-government organizations. It means focusing one’s efforts on discovering and meeting the needs of the customer/client.
- **Sustained Learning and Development** - means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous peoples. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect—and therefore require our continual learning and development, including direct exposure to cultural and community ways.
- **Cultural Agility** - is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all.
- **Self-discovery and Awareness** - means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work.

Job Family:

Job Stream:

PSA Approved Date: