

Job Title: Visitor Services Attendants – BLACKFOOT GUIDES
Location: Head-Smashed-In Buffalo Jump World Heritage Site
Employer: Pincher Creek & District Historical Society
Salary: \$15.50 - \$18.00/hr
Hours: Up to 35 hours per week; rotating schedule; work most weekends
Term: May 1, 2023 – September 4, 2023
Closing: March 14, 2023, 4:00pm; Application MUST be received by PCDHS

About Head-Smashed-In Buffalo Jump

Head-Smashed-In Buffalo Jump World Heritage Site, is a Government of Alberta Historic Site and Interpretive Centre that strives to provide all visitors with an unforgettable and educational experience. We provide accurate knowledge on a variety of topics and subjects focusing on the buffalo culture of plains peoples and the archaeology of the site.

Position Summary:

You will help create a unique experience for visitors from around the world while showcasing the buffalo culture of the plains people and the rich archaeological history of Head-Smashed-In Buffalo Jump World Heritage Site. Our goal is to provide outstanding high quality customer service to all visitors to Head-Smashed-In Buffalo Jump World Heritage Site.

Under the direction of the Head of Cultural Interpretation, Guides will assist in set up for and provide visitors with guided tours, building orientations, education programs and special events in an entertaining and informative manner.

You will provide accurate information about Head-Smashed-In Buffalo Jump World Heritage Site to visitors. At times you will be required to work under pressure of high visitor volume and schedules with little direct supervision while providing excellent customer service to visitors of Head-Smashed-In Buffalo Jump World Heritage Site.

Qualifications:

- High School Diploma or Equivalent
- Possess a valid Alberta Driver's License and/or reliable transportation to and from work site.
- Current clear **RCMP/Police Criminal and Vulnerable Record Check**. These checks are conducted at your local Police Station in the municipality where you reside. This completed document must be submitted with application for employment, and further the original document must be given to Employer prior to commencement of duties.
- Must have professional attitude and show willingness to learn.
- Must be willing and able to undertake some physical work and lifting.
- Knowledge of Blackfoot Culture and an ability to speak or understand Blackfoot preferred.
- Experience in presenting to large groups of people, including children an asset.
- Able to work with limited supervision, willing to learn and accept new ideas and demonstrate initiative.
- First Aid Certificate an asset.

Duties:

- Act as a representative of Head-Smashed-In Buffalo Jump World Heritage Site while maintaining a good sense of humour and performing all required duties in a positive and professional manner.
- As scheduled or requested, set up for and deliver Education Programs, Guided Tours and Presentations, Special Event Programs and Public Programs on subjects represented in the building and upper and lower trails in a professional, accurate and pleasant manner to enrich the experience of visitors.

- Circulate through the building and along the upper and lower trails to answer questions and respond to routine visitor requests in a polite and helpful manner that engages the interests and participation of visitors to the highest standards of interpretation.
- Undertake traditional activities including but not limited to drumming, dancing, singing, games, and storytelling related to Blackfoot & Native Plains Culture.
- Conduct Traffic control in a safe manner and guide visitors to proper parking.
- Operate the theatre and other technical systems as per training and requirements.
- Assist with opening and closing the building in the presence of GOA staff only, as requested.
- Interact and communicate with all coworkers including on-site supervisors and management in a professional manner with a cooperative and positive attitude.
- Meet work schedule requirements in a timely and consistent manner.
- Participate in all training and evaluation as requested by on-site supervisors.
- Report to GOA On-Site Supervisor all Safety concerns and or visitor conduct issues observed on the site.
- Study and adhere (both to the letter and the spirit) to policies and procedures as outlined.
- Physical work including some heavy lifting may be required.
- Perform other assigned duties as required including but not limited to assisting other guides, inputting data, preparing reports concerning programs, or cleaning.

Performance Standards

Guides evaluated on quality of their interactions with visitors, thoroughness in performing duties, attitude, punctuality, dependability, ability to operate as a team player, initiative, mature judgment, relationships with coworkers, management and visitors, flexibility, and willingness to learn.

Reporting Relationships

As designated by Pincher Creek and District Historical Society, Interpretative Guides will deliver services and meet performance standards under the direction of the Head of Cultural Interpretation.

Other Notes

This is a temporary wage position for 4 months; May 1, 2023 – September 4, 2023.

COMPLETE APPLICATION PACKAGE, MUST BE RECEIVED BY MARCH 14, 2023 4:00PM

Interviews scheduled for end of March.

We thank all applicants for their interest. All applications will be reviewed to determine which candidates best meet the needs of available positions. Only individuals selected for interviews will be contacted.

AGREEMENT:

All information provided in this form, my resume and cover letter and information presented during the interview process is truthful to the best of my knowledge. I understand that falsification of any of this information or omission of any pertinent information may disqualify me from employment and/or will constitute grounds for dismissal. If hired I agree to do my duties to the best of my ability and show respect for the rules of Head Smashed in Buffalo Jump. I give Pincher Creek Historical Society permission to use the information on this form and any attached information for the use of hiring and employment purposes. I also understand that any offer will be conditional as all required information must be present at time of interview.

Applicant's Signature: _____ Date: _____

How to Apply:

Attention: Colleen Casey-Cyr, Pincher Creek & District Historical Society

Email: mail.kbpv@gmail.com

In person: 1037 Bev McLachlin Drive, Pincher Creek

Website: www.headsmashedin.ca

Package MUST INCLUDE:

- **Application Form**
- **Up-to-date resume with cover letter**
- **Current clear RCMP/Criminal Record Check including Vulnerable Sector Check**
- **Three current Work References including their current contact information.**