

# Fundy Ocean Research Centre for Energy

## Visitor Services Assistant

\*One (1) position is available.

### **Closing Date**

Monday, May 5<sup>th</sup>, 2014, at 4:00pm

### **Term of Employment**

Part Time, Temporary Contract, Seasonal (May-October)

### **Summary**

Fundy Ocean Research Centre for Energy (FORCE) is Canada's lead test centre for tidal energy research and technology. FORCE is seeking an individual to assist with the operation of the increasingly popular FORCE Visitor Centre, on a part-time basis for the 2014 visitor season. The Visitor Services Assistant will participate in the daily operation of the Centre, including coordinating the reception area, conducting tours, welcoming visitors and sharing the educational exhibits, interactive displays, and information on tidal energy technology contained within. The Visitor Services Assistant will also provide visitor services, coordinate with other local area attractions and promote the local area to visitors. This is an excellent opportunity to gain experience in interpretive and visitor services, and visitor centre operations; while serving at one of the region's exciting new visitor destinations and entering the world of tidal energy! The Visitor Services Assistant will be based at the FORCE Visitor Centre, a dynamic research work station and combined community space; a fully accessible, bilingual facility with a direct view of the FORCE test site and some of the fastest ocean currents in the world.

### **Location**

FORCE Visitor Centre, at 1156 West Bay Road, 10km west of downtown Parrsboro, NS, via Whitehall Road and West Bay Road.

### **Position Description**

Reporting to the Visitor Centre Manager, the Visitor Services Assistant will participate in the operation of the Centre's reception area, all aspects of visitor services, interpretive planning and delivery, as well as an assortment of operational duties, as part of the Visitor Centre staff. In addition, the Visitor Services Assistant will be afforded the opportunity to work with researchers, technology specialists, the FORCE operations team, as well as engineers, and trades-people from various disciplines.

***Further, the Visitor Services Assistant will:***

- ❖ Work within an environment offering flexibility of scheduling, and will assist the Visitor Centre Manager with scheduling;
- ❖ Work irregular hours (including weekends and holidays) to accommodate public programming;
- ❖ Operate the reception desk, field calls to appropriate staff;
- ❖ Assist with delivery of tours and some presentations;
- ❖ Provide interpretation on public programming at the Centre, presenting the educational exhibits and interactive displays to groups of various sizes, as well as answering questions and directing visitors to additional resources;
- ❖ Provide visitor services and information about other local area experiences, attractions, and programs;
- ❖ Assist the Visitor Centre Manager in the supervision and coordination of student staff;
- ❖ Maintain discretion and confidentiality in appropriate situations;
- ❖ Participate in on-going promotion of the Centre to the public;
- ❖ Perform basic operational duties such as event set-up, cleaning, and supplies inventory;
- ❖ Participate in coordination and reporting on visitor services and inquiries, statistics, origin data and contact information;
- ❖ Study and present information on the local area, FORCE and its mandate, and tidal energy; and
- ❖ Maintain currency with tidal energy developments, media, as well as marine renewables industry developments and the FORCE project.

**Compensation**

The Visitor Services Assistant will be paid an hourly rate (dependent on experience), plus 4% Vacation Pay on a part-time basis (0-29 hours per week). Payroll is processed mid-month and end-of-month.

**Qualifications & Skills Summary**

The following shall be considered **assets** in the selection process:

- ❖ Post-secondary Degree/Diploma in an appropriate discipline (hospitality, tourism, museum studies, administration, etc.)
- ❖ Demonstrated experiences delivering visitor services and ease of working with the public; particularly delivery of interpretive programs to a variety of audiences
- ❖ Leadership or supervisory experience including coaching and mentoring
- ❖ Bilingual/proficiency in conversational French and English considered an asset
- ❖ First-Aid and/or WHMIS certifications
- ❖ Knowledge of Tidal Energy technologies, FORCE programs and research

### **Specific Criteria**

The following are *criteria* or descriptions of qualifications that applicants *must* meet:

- ❖ Available to start work beginning May 12<sup>th</sup>, 2014
- ❖ Minimum 1 year experience in customer service, visitor services
- ❖ High School Diploma
- ❖ Demonstrated communication skills, written and oral
- ❖ Knowledge of the Parrsboro and Fundy Shore Tourism Destination area
- ❖ Friendly and courteous nature
- ❖ Ability to maintain a high standard of punctuality, organization and neatness in the work place
- ❖ Ability to perform daily duties without constant supervision, and also possess the capacity to work as part of a team
- ❖ Physically able to lift 20-25lbs and traverse uneven terrain (i.e. gravel road, beach)
- ❖ Prepared to work in an open-concept office environment and possibly work long periods at a work station desk.
- ❖ Possess a familiarity with computer programs and basic software (i.e. Microsoft Office), as well as a comfort level with emails and communications
- ❖ Willing to participate in training specific to the position, as well as First-Aid and WHMIS training, if necessary (Training costs will be covered by FORCE.)
- ❖ Possess a valid driver's license and must arrange for their own reliable independent transportation to the work site.

### **Application Process**

FORCE will accept applications via **email only** until **4:00 p.m., Monday, May 5<sup>th</sup>, 2014**.

Please email a copy of your resume and a letter of introduction in confidence to [visitor.centre@fundyforce.ca](mailto:visitor.centre@fundyforce.ca) with the subject line: ***"Visitor Services Assistant –P/T:" + Your First & Last Name.***

FORCE welcomes submissions from all qualified parties; however, only those applicants selected for interview will be contacted in response to application.

### **For Further Information**

If you have questions, please contact:

***Mary McPhee***

Visitor Centre Manager, FORCE

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Phone: 1.902.254.2510

[mary.mcphee@fundyforce.ca](mailto:mary.mcphee@fundyforce.ca)