

Programs Assistant

The [Fraser River Discovery Centre](#) (FRDC) in New Westminster, BC is an interpretive centre and not-for-profit organization. Our mission is to bring together the many voices of the Fraser to discover, celebrate, and inspire passionate stewards of the River through exhibits, education programs, and public programs. We are seeking an enthusiastic individual to join our small, dynamic team of staff and volunteers.

SUMMARY

Reporting to the Education Programs Manager, the Programs Assistant works with both programs and visitor services. They assist with the delivery of school and public programming, birthday parties, and special events; manage all bookings and payment for both programs and site rentals; and assist with the management of the volunteer program. When not delivering programs, they assist with covering the front desk reception area, which includes admission, gift shop sales, and general visitor services. Further duties include daily opening and closing procedures, and maintaining the safety and security of the FRDC facility.

Candidates will be screened based on interest in the fields of education, museum studies and/or public programming; interest in heritage, cultural, educational, and/or non-profit settings; and relevance to future career. Candidates will not be screened solely on previous experience. Proof of relevant experience from non-professional sources is encouraged (e.g. supporting younger family members, managing the schedule of a leisure club, assisting with a family business, etc.).

The Fraser River Discovery Centre hires on the basis of merit and is strongly committed to equity and diversity within its community. The FRDC encourages applications from women, visible minority group members, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities.

RESPONSIBILITIES

Programs

- Assist with the delivery of FRDC school programs, birthday parties, public programs and special events for a diverse variety of age groups and backgrounds with professionalism and enthusiasm, with support from volunteers and Education Programs Manager.
- Assist with the delivery and development of FRDC's increased Indigenous program content.
- 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, cleaning, and closing procedures.
- Coordinate all programs and rental booking in a timely manner, including responding to teacher/group leader inquiries, receiving booking request forms, scheduling programs, generating invoices, and processing payments.
- Assist with the development and delivery of large-scale public education events at the Centre, and present outreach activities at community events in the Metro Vancouver area.
- Assist the Education Coordinator with the day-to-day management and training of program volunteers.
- Maintain the FRDC's high standard of professional educational and public programming and customer service.
- Other duties as required.

Front Desk

- Cover the front desk reception area when not assisting with program delivery, including opening and closing procedures, welcoming visitors, processing sales and admissions, responding to visitor inquiries, managing phone lines, assisting in gift shop operations, and processing daily cash.
- Assists with maintenance of the safety and security of the FRDC exhibits and facility for all visitors, staff, and volunteers. Report all building maintenance issues to the Director of Operations.
- Other duties as required.

QUALIFICATIONS

Required

- Expressed interest in the fields of education, museum studies and/or public programming, or other relevant fields.
- Expressed interest in heritage, cultural, educational, or non-profit settings.
- Indicated relevance of this position to future career.
- Confidence with time management, memorization, organization, and problem solving.
- Experience working effectively as a part of a team or independently.
- Experience in, or willingness to learn, new educational techniques and methodologies.
- Demonstrated skills in customer service and interacting with a range of audiences (schoolchildren, families, seniors, etc.).
- Demonstrated interpersonal and English verbal and written communication skills for a range of audiences.
- Confident presentation and public speaking skills.
- General computer literacy and the ability to learn new skills, including but not limited to: Microsoft Office Suite, Google programs, web-based software (Canva, Jotform, Lightspeed), computer programming.

Desired

- Completion of post-secondary degree or diploma in a related subject.
- Experience with handling cash, point of sales operation, and generating invoices.
- Experience working in a reception or front-of-house role, including experience answering phones and in-person inquiries.
- Valid Class 5 Driver's License (or equivalent).
- Experience working with volunteers.
- Proficiency in a second language.

RATE: \$19.00/hour plus benefits package

HOURS: 37.5 hours per week, permanent full-time

APPLICATION DEADLINE: October 30, 2021

To apply, please email résumé and covering letter with the subject line "Program Assistant" to:
Karen Lee, Director of Operations
hr@fraserriverdiscovery.org