

Program Assistant – co-op position

The [Fraser River Discovery Centre](#) (FRDC) in New Westminster, BC is an interpretive centre and not-for-profit organization. The FRDC's 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. The FRDC is currently seeking an enthusiastic individual to join our small, dynamic team of staff and volunteers. This position is ideal for someone who enjoys working with people and has an interest in public education.

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.
- 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.
- Assist with public education events at the Centre, and present outreach activities at community events in the Metro Vancouver area.
- 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.

ESSENTIAL QUALIFICATIONS

- Proven skills in customer service and experience interacting with a diverse range of audiences (schoolchildren, families, seniors, etc.).
- Ability to communicate effectively with team members, volunteers, school-aged children, and the general public.
- Excellent time management, organization, and problem-solving abilities.
- Ability to take initiative and follow through.
- A positive, professional, and confident demeanour.
- Interest in environmental science, engineering, history, and/or biology.
- Interest in informal education and/or science communication.
- Eager to learn and contribute to a learning organization.
- Proficiency with Microsoft Office Suite.
- Must be able to pass a Criminal Record Check.

DESIRED QUALIFICATIONS

- Completion of high school diploma, some post-secondary education in a related subject preferred (eg. Education, Biology, History, Environmental Science, etc.).
- Valid Class 5 Driver's License (or equivalent).
- Proficiency in a second language.

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.

RATE: \$17 per hour plus 4% in lieu of vacation.

HOURS: 30 to 37.5 hours per week (flexible).

APPLICATION DEADLINE: Aug 2, 2022.

To apply, please email résumé and covering letter using the subject line "Program Assistant" to: Karen Lee, Director of Operations.

hr@fraserriverdiscovery.org