



The Joggins Fossil Institute (JFI) is a registered charitable organisation, which was developed to aid in the promotion and development of the Joggins Fossil Cliffs and to protect, conserve, present, and transmit to future generations the values of this wonderful place.

POSITION DESCRIPTION

POSITION:	Interpreter (Student)
TITLE OF IMMEDIATE SUPERVISOR:	Director
LOCATION:	Joggins Fossil Cliffs World Heritage Site
ANTICIPATED POSITION START DATE:	7 th May 2012
ANTICIPATED POSITION END DATE:	31 st August 2012
HOURS PER WEEK:	35 per week (minimum) – 37.5 (maximum)
SALARY:	\$ 11.00

JOB PURPOSE - INTERPRETER

Interpreters are responsible for enhancing the visitor experience by conducting guided tours of the Cliffs and Exhibition Gallery, providing informal on-site verbal interpretation and dealing with visitor enquiries. All Interpreters will have a role to play in ensuring safe and regulated beach visitation.

By becoming a member of the interpretation team, all interpreters will gain experience and training in presenting thematic interpretive programs, becoming familiar with operations at the Fossil Centre, learning to identify common safety issues when working with the public and gaining knowledge of a wide range of facts on palaeontology, coastal ecology, wildlife biology, botany, and geology.

JOB ACTIVITIES:

1. Deliver scheduled guided tours on a daily basis, which focus on: the fossils and geology of the Joggins Fossil Cliffs, cultural and industrial heritage, and coastal ecology.
2. Deliver educational programming (in the form of activities and games) to groups.
3. Undertake beach monitoring, ensuring safe beach access. Know and adhere to provincial legislation and to JFI policies on collection and safety and the provision of informal on-site verbal interpretation and visitor enquiries.

4. Inspect the Centre and beach to ensure cleanliness, safety standards and regulations are exceeded and to report any shortfalls.
 5. Provide safety and stewardship advice, which includes tide times and information on site stewardship and legislation.
 6. Provide first-contact with visitors, answering questions and providing orientation to the site and its facilities. Visitors include, but are not limited to: locals, domestic and international tourists, school and bus groups, visiting scientists.
 7. Using an IT-based point of sale system and ensuring familiarity and confidence in the system.
 8. Cash handling including providing assistance with managing floats, spare change and reconciling the day's banking.
 9. Providing Visitor Information services, building a good knowledge of the local area, its services and amenities.
 10. Taking bookings for guided tours in person and by phone/email, ensuring that all paperwork is completed, payments taken and participants are clear about the meeting place and time.
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REQUIRED QUALIFICATIONS

- Must be enrolled in a relevant post-secondary program.
- Completion of Criminal Record Search and Child Abuse Registry (prepared after recruitment)
- Valid First Aid / CPR Certification and WHMIS
- Training or equivalent experience using computers and office equipment is essential.
- Customer service experience and/or equivalent training and certification

PREFERRED QUALIFICATIONS

- Valid Driver's license
- Completion of relevant certifications, i.e. Super Host and Interpretation Canada Certificates

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- **Excellent communication skills**, both written and verbal (preferably in both French and English)
 - **Excellent public speaking and presentation skills** with the ability to deliver verbal interpretation
 - Ability to **work efficiently** alone with limited supervision as well as in a **team environment**
 - Ability to understand tide times and the scheduling of events in relation to natural constraints
 - Ability to remain composed during high-pressure situations while prioritising and **remaining professional at all times**
 - Capable of **working flexible hours** including most weekends, holidays and evenings.
 - Physically able to conduct tours at the Joggins Fossil Cliffs (climbing stairs, walking on cobble beach for up to approximately 5 kilometres in one day).
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