

QUEEN'S UNIVERSITY WORK STUDY 2014-2015

JOB TITLE: Public Programs Assistant

Working in collaboration with other Visitor Services staff (supervised by the Museum Manager & Program Director), the Public Programs Assistant will focus on two primary areas, with related tasks as detailed below.

1) PUBLIC EDUCATION AND PUBLIC COMMUNICATION:

- Deliver in-Museum educational programs for grades K-12 and university classes, adult education programs etc.
- Conduct guided tours of the Museum of Health Care's seven onsite galleries in a manner that engages and delights participants, while conveying the requisite information.
- Market in-Museum programs and guided tours within the framework of an existing marketing plan
- Welcome Museum visitors and program/tour participants and coordinate accessibility strategies in response to city road construction on the Queen's University and Kingston General Hospital grounds.

2) RESEARCH FOR THE DEVELOPMENT OF EDUCATIONAL PROGRAMS FOR ELEMENTARY AND SECONDARY SCHOOL STUDENTS AND ADULTS:

- Research and develop new activities and public programs to expand in-Museum programming and bring Canada's healthcare story to life for visitors of all ages.
- Research and develop full-day class trip options in collaboration with local museums and galleries, such as the Miller Museum of Geology and the Agnes Etherington Art Centre.
- Review and expand upon existing research material highlighting the local, national, and international history of medicine and health care.
- Assist in the development of customized program/tour options for specific groups.
- Gather and analyze data about numbers and origins of visitors, effectiveness of marketing methods and visitor satisfaction, interests and suggestions.
- Keep detailed, accurate records of marketing and program/tour delivery statistics.
- Evaluate and suggest improvements to public programs, research resources, and program marketing.

QUALIFICATIONS:

REQUIRED QUALIFICATIONS:

- Excellent communication skills in written and oral English.
- Excellent interpersonal and organizational skills.
- Familiarity with Microsoft Office.
- The applicant must be approved by the Queen's Work Study Program and must have enough hours in their entitlement to meet the minimum hours stipulated for this project.

DESIRED QUALIFICATIONS:

- Knowledge of French or other second language.
- General knowledge of health care history and/or social history of Canada.

- Experience in and/or knowledge of the principles of heritage interpretation.
- Experience in and/or knowledge of event planning and marketing.
- Graphic design skills and familiarity with Adobe Design Premium CS3.
- Interest in a career in history, history of medicine, museology, education, heritage interpretation, tourism or other related discipline.

*Please note that the Museum of Health Care is a scent-free environment and does not have parking.

Application Deadline: 19 September 2014

Start date: 29 September 2014

End Date: 25 April 2015

To apply please send a resume and cover letter detailing your interest in the position, how you demonstrate the competencies and qualities required by this position, and the contact information of two references, to Ashley Mendes, Museum Manager & Program Director, mendesa@kgh.kari.net.