



Lake Charlotte Area Heritage Society, 5435 Clam Harbour Road, Lake Charlotte, NS B0J 2L0

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## Bilingual Visitor Services Assistant – Job Description

### Background

Memory Lane Heritage Village provides a dynamic and inclusive working environment within a non-profit organization that is a leading community museum and tourist attraction. Memory Lane is a living history museum, depicting life in the 1940s in rural coastal Nova Scotia. This was a time of innovation, when rapid changes transformed rural Nova Scotia: electricity, road building, women's work outside the home, and the time-saving inventions of modern living.

Memory Lane is a key anchor tourist attraction along the Eastern Shore, just 50 minutes outside Dartmouth. Every year the Village welcomes more than 13,000 visitors from around the world, and hosts a variety of special events and festivals, including the Cold Waters Seafood Festival, the Father's Day Antique Car Show, the Nova Scotia Forest Festival as well as outdoor theatre productions, concerts and youth camps. In addition to these annual events, the Village also organizes group tours for seniors, school groups, special needs youth and adults, and tour busses.

The **Bilingual Visitor Services Assistant** plays a key role at Memory Lane Heritage Village by providing French language services to visitors and as a support person to senior staff and volunteers. This is a front-line position, which will allow students to gain valuable experience in bilingual communications, planning, coordination, business and food services.

### Main Duties

*The main duties of the Bilingual Visitor Services Assistant are to:*

1. Provide visitor services in both official languages as required by the Visitor Services Manager. This includes small groups, guided tours and working with the Heritage Programmer to deliver school programming.
2. Demonstrate in both official languages how artifacts work and the stories behind them (artifacts can include turnip chopper, hand tools, grain grinder, hand pump, wringer washer, electric washer).
3. Assist visitors with the use of the immersive, multi-media exhibits.
4. Assist in the Cookhouse, Store and other Village buildings as needed.
5. Ensure artifacts in the working collection are made available during heritage programming events such as school tours, group tours, and special events.
6. Support the work of the Heritage Programming Coordinator and the Artifact Cataloguer as required.

### **Attitudes & Attributes**

- has critical thinking skills
- is self directed, logical and organized
- has an interest in objects and how they work
- is outgoing and personable
- is knowledgeable, or interested in, social history
- has a high level of spoken French & English
- is comfortable conversing with strangers
- is comfortable with animals, gardens & rural living

### **Specific Skills and Abilities**

- Advanced French language, oral & written
- Intermediate English, oral & written
- able to work in dusty and damp conditions (with appropriate safety gear)
- ideally possesses a valid driver's license
- has experience with hand tools, agriculture, cooking, and rural way of life
- has a knowledge of, or interest in, the 1940s
- able to lift 15 kg unassisted
- has worked with seniors and children

### **General Requirements**

- wear traditional heritage costuming that is authentic to the 1940s (provided). As gender-based period dressing is required during open hours, successful candidates are encouraged to explore options and possibilities with the employer and the costume department.
- be prepared to conceal / remove visible personal fashion that is not historical to the 1940s (tattoos, piercings, etc.)
- become aware of the interpretive elements of the 1940s
- be available to work weekends, with occasional evening hours

### **Terms of Employment:**

This is a position under the Young Canada Works in Both Official Languages program, so this is an opportunity for a Francophone student to improve their English or for a Bilingual student to utilize both official languages.

Twelve weeks at 37.5 hrs. / week at \$16.51 per hour + 4% vacation pay + free cookhouse lunch. Students must be enrolled in full time studies prior to, and after, the work-term and be under the age of 30 (proof required). The Heritage Society is an equal opportunity employer and welcomes application from all eligible candidates. The Society is committed to building and supporting a diverse team. All resumes will be reviewed, but only candidates eligible for an interview will be contacted. Work terms are subject to funding provided by government agencies.

Students living more than 100km from the job site may have an additional travel subsidy added to assist with moving to the area.

Apply by April 15th, 2024 with cover letter, resume and two references in PDF format only to:  
Thea Wilson-Hammond, 5435 Clam Harbour Rd, Lake Charlotte, NS B0J 2L0 email: jobs@visitmemorylane.ca