



Lake Charlotte Area Heritage Society, 5435 Clam Harbour Road, Lake Charlotte, NS B0J 2L0
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Junior 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 **Junior Visitor Services Assistant** plays a supporting role at Memory Lane Heritage Village assisting senior staff and volunteers. This is a front-line position, which will allow students to gain valuable experience in communications, planning, coordination, business and visitor and food services.

Specific Skills & Abilities

- Outgoing and engaging personality, able to speak easily with visitors in English and preferably French
- Knowledge of the 1940s era, and/or Eastern Shore communities and heritage
- Committed to ensuring delegated tasks are successfully completed
- Experience helping seniors and children, acting experience an asset
- Public speaking skills, able to give presentations, ability to listen to visitor's memories
- Self-motivated, organized, and focused
- Solid math skills, ability to handle cash
- Food Handling Certificate an asset

Tasks and responsibilities

There are three key areas where the Junior Visitor Services Assistant will work, often rotating between these places as needs arise and based on staffing on a particular day and whether a festival or event is taking place.

Hosking General Store Responsibilities

- welcome visitors and orient them to the Village, review Covid-19 protocols and hands-on opportunities, etc.
- collect admissions and point of sale under supervision of the Visitor Services Manager
- assist visitors with accessing the mobile media immersive exhibits (iPad and personal devices)
- assist with information on other visitor services (where to eat, where to find accommodation, etc)
- open and close cash under supervision of senior staff
- maintain a clean, welcoming point of entry, gift shop and public washrooms
- assist with re-stocking, inventory control, and retail displays
- provide animation and interpretation of artifacts on display in the store
- during special events and festivals orient visitors to special activities, provide support to Village volunteers

Village Grounds Responsibilities

- provide guided tours and assistance to groups with special needs
- assist with maintaining the heritage garden, the grounds, the farm animals and the artifacts and buildings
- assist the Artifact Cataloguer with special exhibits and daily tasks as time allows
- work with volunteers to provide animation of buildings and demonstrations of heritage skills
- during special events work with the Heritage Programming Coordinator to provide hands-on opportunities to participate in heritage activities (wringer-washing, games, gold panning, homesteading)
- during special events and festivals, assist Heritage Programming Coordinator to set-up, execute, and dismantle special programming as necessary

Cookhouse Responsibilities

- assist the Head Cook with food preparation and serving the public
- assist the Head Cook with interpreting the heritage food to the public (provide commentary on the food and its importance to the 1940s time period)
- assist the Head Cook in maintaining a clean and welcoming Cookhouse, following food safety and Covid-19 protocols
- assist special needs and newcomer groups who dine in the Cookhouse
- help with the harvest of the garden, and the feeding of kitchen waste to the chickens
- during special events and festivals, work with volunteers to maintain a smooth flow during peak Cookhouse hours

General Requirements

- review all literature related to the Heritage Village, learn its history, and the key facts behind each building and industry represented
- work directly with visitors on-site using the persona of someone who was part of the village during the 1940s
- wear clothing of the period (supplied) and hair arranged according to the period (wear wig if necessary, remove all non-period jewelry and piercings), conceal all tattoos
- be available to work shifts and weekends, with occasional evening hours
- be able to carry out other related duties as necessary such as cleaning washrooms, counting cash, hanging laundry, and care of artifacts.

Terms of Employment:

June 24th to August 30th for 10 weeks at 37.5 hrs. / week at \$15.50 per hour + 4% vacation pay + free cookhouse lunch. Candidates must be under the age of 30 (proof required) and depending on funding program may be required to be fully enrolled as a student (proof required). The Heritage Society is an equal opportunity employer and welcomes applications 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.

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