



Position Title: Education Coordinator

Position Type: Full-time – Tuesday through Saturday

Position Overview:

The Education Coordinator fulfills a key role within the BC Sports Hall of Fame in terms of operations, providing first class guest services and educational programming. The mission of the BC Sports Hall of Fame is to “Honour the Past Inspire the Future”. The Education Coordinator helps the organization achieve this mission through the coordination, marketing and delivery of our Hero In You Youth Education Programs (in the museum, in schools and on-line) while working with the museum team to ensure programs and operations are first class.

Key responsibilities include:

Education

- Primary point of contact for education programming – both in house fieldtrips, in school presentations and on-line lesson resources
- Leading fieldtrips and group tours, group point of contact from arrival through departure
- Develop curriculum linked fieldtrips based on new exhibits and projects, for example we are working on a new Aboriginal Sport Gallery and BC Sports History Timeline Exhibit that will both required content based programming
- Delivering the Hero In You classroom/in-house experience to school and community groups both in the Hall and in the community
- Coordinating offsite marketing education tradeshow including the BC Field Trip Fair and other educators professional development opportunities
- Updating staff at weekly meetings on the status of education programs and community programs
- Prepare reports on education and tours on a regular basis
- Host and execute the education and community outreach program within Greater Vancouver and throughout BC (Hero In You in-school program) – this includes driving the BCSHF vehicle to various education and program bookings, the safe transportation of artifacts, marketing material, program needs as well as booking the Hall of Famers as required for presentations

Guest Services Experience and Reception

- Works at front reception area delivering Guest Services
- Responds to and directing phone, email and web inquiries for education programs
- Keeps accurate daily records of visitors, groups and school attendance
- Handles cash transactions
- Supports scheduling and training of part-time staff and volunteers as requested
- Completing miscellaneous office tasks as required and supporting other Hall of Fame initiatives as required
- Supports exceptional guest experiences by following opening and closing procedures and performing facility checks throughout the day
- Greeting and responding to visitor inquiries on daily basis
- Works to ensure guest expectations and needs are anticipated, met and surpassed

- Monitor safety and cleanliness of facility including Participation Zone and Birthday Party Zone throughout the day

Group Bookings

- Marketing, group sales and executing group bookings for the museum specifically school and community groups
- Coordination and delivery of group tours
- Liaises with community and school group leaders to identify and deliver group needs
- Maintains and updates all community group, school and outreach booking files
- Promotion of in house tours to community group and school leaders

The Education Coordinator is joining a staff team of four full time employees and part time team members and will be involved in many areas of the operations. We are seeking a candidate who is passionate about education, youth and sport history. The organization is undergoing a period of change and growth; as such the candidate must demonstrate flexibility, a very positive attitude and the ability to work to deadlines. The candidate should enjoy working with people and have an interest in inspiring and educating the citizens of the province. By joining our staff team the candidate must show the drive and desire to support our organization and to take it to its highest potential.

The successful candidate will have the following qualifications:

- Minimum 1 year teaching experience in a youth oriented environment
- Have an active driving license and be comfortable driving throughout the province for outreach and education programs
- Demonstrated guest services experience, preferably in a tourist attraction or museum
- Strong problem-solving and verbal and written communication skills
- Able to work independently and as part of a team
- Ability to anticipate and responsibly respond to daily challenges and opportunities
- Exceptional interpersonal skills with ability to work with a variety of groups including schools, corporate, media and sport teams
- Commitment to a high level of professionalism and the ability to deliver exceptional customer service
- Available to work on evenings and weekends. Must be able to work flexible hours including some holidays. Must be comfortable in a busy environment
- Highly organized and able to multi-task between projects with tight deadlines
- Interest or knowledge of sport or history
- Possesses a good working knowledge of Microsoft Office Suite (Excel, Word, Outlook)
- Knowledge of print/publication an asset and video editing an asset
- Legally entitled to work in Canada; is a Canadian citizen or a permanent resident, or have refugee status in Canada

Please submit covering letter plus a resume demonstrating skills, experience and knowledge relevant to this position as well as salary expectations. In addition, please state why you are interested in working with the BC Sports Hall of Fame and specifically in this position.

Submit materials to:

Allison Mailer, Executive Director allison.mailer@bcsporthalloffame.com

Deadline: Wednesday, September 20, 2017 at 5pm.