



## Haliburton Highlands Museum – Casual Staff



### Position Synopsis and Purpose

(A position overview and how it connects to the big picture)

The Haliburton Highlands Museum preserves and celebrates the history and heritage of the Municipality of Dysart et al. The Casual staff member assists with visitor services and museum events and programming as needed.

### Major Responsibilities

(What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"><li>Visitor Services</li></ul>	50%
<ul style="list-style-type: none"><li>Assisting with museum events and programming</li></ul>	20%
<ul style="list-style-type: none"><li>Cleaning and housekeeping</li></ul>	20%
<ul style="list-style-type: none"><li></li></ul>	
<ul style="list-style-type: none"><li></li></ul>	
<b>Other</b> <ul style="list-style-type: none"><li>Other duties as assigned</li></ul>	10%

\*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



### Decision Making and Independence

1. Examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them.

Assessing and responding to the interests of visitors to provide information based on the museum's exhibits and collection that is pertinent to those interests  
Providing information and directions to other attractions which will help to enhance visitors' enjoyment of the Highlands

**2. Examples of situations or problems that are referred to the supervisor for direction or resolution.**

Requests for material by researchers  
Offers of donations of items to the collection  
Building maintenance issues



## Qualifications

### Education (degree/diploma/certifications)

Completion of Grade 12 high school or higher

### Experience

Experience in a customer/visitor service role

### Knowledge/Skill/Ability

A knowledge of the history and heritage of the Haliburton area

A knowledge of visitor attractions of the Haliburton area

Communication skills

Writing and Editing Skills

Knowledge of MS Office

Ability to work independently

Ability to work collaboratively



## Contacts

Frequency Legend
<b>Constant</b> – every day for most of the day
<b>Frequent</b> – daily
<b>Regular</b> – weekly
<b>Occasional</b> – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Museum Director - Curator	Frequent	Daily museum business
Museum – Curatorial Assistant	Frequent	Daily museum business
Members of the Public	Frequent	Sharing information about the history of the area, answering queries, tourist information, demonstrations etc

## Work Conditions/Physical/Mental Effort

Frequency Legend
<b>Constant</b> – every day for most of the day
<b>Frequent</b> – daily
<b>Regular</b> – weekly
<b>Occasional</b> – bi-weekly to monthly

### 1. Hours of Work

Normal (9:30am-5:00pm) 7-14 hours per week, including work most weekends	<input checked="" type="checkbox"/>
Evenings/Weekends	<input checked="" type="checkbox"/>
On-Call	<input type="checkbox"/>
Over-time (How often? Expand below)	<input type="checkbox"/>

#### Examples:

Weekend work will be required most weeks, due to the nature of the position and the museum's opening hours. Occasional evening work may be required to assist with museum events.

### 2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>90</b> %
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>10</b> %
					<b>=100%</b>
Attend internal/external meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	%
Time spend travelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
Frequency of interruptions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-
Interaction with irate/aggressive clients/customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-

#### Examples:

Primarily indoor work, but with seasonal outdoor work, depending on visitor services, museum activities and programming. Due to flow of visitors through the site, there is a need for multi-tasking and museum staff need to be able to work with frequent interruptions.

### 3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dirt, Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disagreeable weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Examples:

Occasional exposure to cleaning supplies in the course of regular cleaning and housekeeping work around the museum. Occasional exposure to poor weather in the course of programming/visitor services. Due to the flow of visitors through the museum, there can also be background noise anywhere on site.

### 4. Physical Requirements

	Constant	Frequent	Regular	Occasional
Operating and/or maintaining vehicles and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• Standing</li> <li>• Sitting</li> <li>• Walking</li> <li>• Climbing</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Requirement to lift objects (list max weight) 20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing and/or pulling objects to complete tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PPE worn on a regular basis (list type):				
<ul style="list-style-type: none"> <li>• Gloves</li> <li>•</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Types of tools used (list type):				
<ul style="list-style-type: none"> <li>• Computer</li> <li>•</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Examples:

A range of movement required when interacting with visitors. Lifting and moving of objects required during programming and cleaning. Computer work as required to assist with other tasks.

### 5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual effort required on a concentrated basis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to listen attentively	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Examples:**

**Awareness is required to balance the needs of visitors and the safety and security of the site at the same time as other work is ongoing. Due to the flow of visitors through the site, there can be the need to quickly move from one activity to another, to multi-task and to work with background noise/distractions.**



### Position Classification

(Where this position fits)

<b>Position Title:</b> Museum – Casual Staff	
<b>Department:</b> Museum	
<b>Work Location:</b> Haliburton Highlands Museum	<b>Reports to (Direct):</b> Museum Director - Curator
<b>Position(s) Supervised Directly:</b> n/a	
<b>Effective Date:</b> July 2024	<b>Hours per Week:</b> vary according to the time of year and the needs of the museum

**Organizational Chart**

List the reporting relationship of this position to others within the immediate department.

