



The Visitor Services unit, under Parliamentary Services, plays a significant role in support of the Legislative Assembly Office's (LAO) mission to promote public awareness and engagement in the work of the Legislative Assembly. Visitor Services provides information to the public about Alberta's democratic parliamentary system through educational programming and outreach activities.

Reporting to the Supervisor, Public Services, the Public Programs Coordinator is responsible for the delivery of positive visitor experiences, including in the Visitor Centre, during special events and ceremonies and for visitors participating in a public program. This includes the development and delivery of public programs and exhibits, support for event programming, the day-to-day supervision and training of Legislature Guides and Visitor Centre Attendants and the evaluation of public program delivery.

Parliamentary Services operates in accordance with Legislative Assembly Office (LAO) policies and procedures, the *Legislative Assembly Act*, standing orders and direction from the Speaker, the Members' Services Committee and the Clerk.

Responsibilities

1. Working collaboratively with the Supervisor, Public Services, and the Public Services team, develop, implement and evaluate in-person and virtual public programming, including exhibits and special events that engage audiences and promote public awareness and engagement in the history of Alberta, the parliamentary process and the work of the Legislative Assembly.

Activities:

- work with the Supervisor, Public Services, to develop long-range public programming plans, taking into consideration projected timelines, budget restrictions, visitor demand for particular programs and the mandate of the LAO
- develop new program initiatives or program enhancements for review and approval by the Supervisor, Public Services, the Manager of Visitor Services and the Clerk Assistant and Executive Director of Parliamentary Services that offer a clear programming plan and appropriate materials for specific and diverse user groups
- research and develop exhibits as well as supplementary content for the changing exhibit displays, (e.g. Borealis Gallery and pedway and Legislature Building display cases, et cetera), working with the Visitor Engagement Coordinator and Supervisor, Public Services to develop the final products
- research presentation methods and approaches; ensure that the method of delivery for public programs meets the programming plan, resource availability and organizational expectations
- review tour content on an ongoing basis to highlight and update interpretive information on historical, political and architectural details
- monitor participant feedback; review and analyze visitor statistics and make recommendations for enhancement opportunities
- coordinate maintenance of theatre-specific equipment and perform regular, routine and required maintenance of theatre-related equipment
- coordinate and liaise with third-party contractors for the maintenance of the theatre software

- work with the Event and Logistics Coordinator to aid in the development and delivery of special event programming
2. Supervise the delivery of public programs, ensuring that program and organizational goals are achieved.

Activities:

- provide day-to-day supervision of the seasonal Legislature Guides and Visitor Centre Attendants as they carry out delivery of the LAO's public programs
 - develop and deliver a comprehensive Legislature Guide training plan that ensures Legislature Guides can successfully deliver engaging public programs that reflect the organization's vision and mandate
 - ensure that Legislature Guide training is customized to address issues of accessibility, special needs and language acquisition and that all tours and programs are similarly customized where necessary
 - ensure all training, reference materials and support resources are kept current and new information is distributed to Legislature Guides and Visitor Centre Attendants
 - schedule Legislature Guides based on approved public tour offering times and Visitor Centre operations
 - forecast staffing requirements with support from Reservations and participate in the recruitment and onboarding process for Legislature Guides
 - ensure communication within the Legislature Guide and Visitor Centre Attendant team is effective and continual and that the Supervisor, Public Services, and Manager of Visitor Services are fully briefed of ongoing and exceptional issues
 - provide after hours and weekend support for Legislature Guides and Visitor Centre Attendants as required
 - support the performance evaluation process for the Legislature Guides and Visitor Centre Attendants, reviewing work, providing constructive feedback and supporting development
 - evaluate, make recommendations and implement plans for resolution of employee relations issues, working with the Supervisor, Public Services, and Manager of Visitor Services
3. Lead the Legislature Guides and Visitor Centre Attendants in delivering a positive visitor experience that meets or exceeds expectations in line with LAO policies and procedures and visitor needs.

Activities:

- develop strategies to collect and evaluate visitor feedback on public programs, analyzing responses to ensure that a positive visitor experience is being delivered
 - recommend strategies to the Supervisor, Public Services, and Manager of Visitor Services to enhance the visitor experience based on feedback received
 - discuss visitor feedback with Legislature Guides, utilizing the visitor experience feedback as an opportunity to provide constructive input, offer strategies for development and as a recognition tool
4. Support the overall operations of the LAO in order to meet the goals and objectives of the LAO in the provision of support to the Legislature.

Activities:

- contribute as an active team member to LAO initiatives, which may include supporting the Clerk, Speaker and ceremonial and conference functions
- support the classification, maintenance, retention and disposition of Visitor Services records within the guidelines of the LAO's File Classification and Retention Schedule
- participate in planning, implementing and monitoring services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new Members and staff during pre- and postelection activities
- demonstrate commitment to workplace health and safety by following safe work practices and reporting work-related accidents and hazards immediately
- demonstrate support for a positive workplace culture and the valued behaviours pursuant to the Respectful Workplace Policy

Scope

- services impact the general public as well as MLAs, the office of the Clerk, the office of the Speaker and management and staff of the Legislative Assembly
- leads staff in delivering public programs and is responsible for ensuring established standards are consistently met
- collaborates with the Public Services team, especially to support large projects such as special events and gallery exhibits
- role directly impacts the efficient and effective delivery of Visitor Services programs and reflects the nonpartisan role of the LAO
- provides information to diverse groups of visitors
- utilizes sensitivity and tact while interacting with the public
- responsible for day-to-day operational decisions and handles routine problems where policy and procedure have been outlined and/or precedent set
- decisions that fall outside guidelines or that could affect the Speaker or the LAO as a whole are referred to the Manager of Visitor Services or Clerk Assistant and Executive Director of Parliamentary Services
- interacts with external professional contacts, networks and associations

Knowledge, Skills and Abilities

- two-year diploma in a related field; history, museum studies, education or liberal arts
- minimum two years' progressive experience in public or educational programming
- demonstrated experience in the delivery of historical and/or cultural programs and knowledge of theories and techniques of heritage and/or cultural program delivery
- supervisory experience, preferably in a cultural or visitor service environment
- proven experience in training and mentoring individuals in both technical and behavioural components of program delivery
- excellent interpersonal and communication skills, both verbal and written
- familiarity with audio/visual equipment and electronics is desirable
- technical operation of performing arts venues would be considered an asset
- strong research and writing skills
- demonstrated flexibility, creativity and initiative
- strong analytical, critical thinking and proven problem-solving abilities
- strong public relations skills: notably sensitivity, diplomacy and tact
- ability to project a professional and efficient nonpartisan attitude in interactions with internal and external clients and a strong commitment to client service and the visitor experience

- excellent organizational skills with dedicated attention to detail
- strong time management and project coordination skills
- advanced computer skills that include word processing, spreadsheet, presentation software and Internet search skills
- working knowledge of office procedures and business practices
- ability to work within a team environment as well as independently to support the goals of the unit
- flexibility in adapting to irregular hours, including weekends and evenings, corresponding with programs and special events
- ability to operate as part of a nonpartisan entity in a dynamic political environment
- overall knowledge of parliamentary traditions, the legislative process and Alberta history
- awareness of public service organizational structures and functions and the ability to establish and maintain professional relationships and partnerships in accordance with established procedures and protocols

Position Classification

Program Services 1 (021PS)