

Booking Interpreter 2025

Job Description

The role ensures smooth operation of our front-of-house (visitor) services, including conducting excellent quality tours and handling booking inquiries/troubleshooting. The Booking Interpreter is also responsible for relief and occasional visitor services responsibilities, including visitor check-in, cash handling, shop restocking, and relaying public information. All duties must be performed in compliance with the Atlas' occupational health & safety policies.

Responsibilities:

- 1) Learn the history of coal mining in the Drumheller Valley, including the work and home life of the miners, the technical operation of the Atlas, and the social context in which the mines operated.
- 2) Learn tours and public interpretation methods, using Atlas Coal Mine program outlines and interpretation standards. Training and tour development will be supported by the curator and line managers. This position will perform a limited range of tours, likely focused on our Processing Plant and Train tours.
- 3) Present a minimum of 2-4 hours of high-quality public programming per day, as outlined in daily schedules. All tours and public interpretation will be performed in strict compliance with our health and safety protocols. Booking interpreter will be responsible for ensuring public compliance with their tour groups and while performing more generalized interpretation duties.
- 4) Handle booking inquiries and troubleshooting via email, phone and in-person daily. This includes rebooking guests, relaying information and assisting with guest planning. We expect that the majority of this work will be completed in the mornings each day.
- 5) Perform check-in desk and gift shop duties as needed. This includes cash handling (cash-in/cash-out/transactions), restocking, answering phone inquiries and giving tour/site information. Perform cleaning duties as required, such as bathroom cleaning.
- 6) As we are a small team at the Atlas, assisting management with other tasks may be required throughout the job term.

Qualifications, Experience, and Competencies:

Candidates will need to work well independently and have good problem-solving skills. Previous experience with booking software and customer relations a definite asset. A love for history and storytelling an asset.

Basic first-aid certification is required prior to the first day of work.

A class 5 drivers license is required.

CSA approved steel-toed footwear is required.

A positive, flexible, caring attitude is a must and we expect all Atlas employees to take care of themselves, their teammates and our visitors throughout their work term.

This post is dependent on funding from Canada Summer Jobs (CSJ) and the successful applicant must be eligible for the CSJ program.

We thrive in a diverse work environment and encourage all qualified applicants to apply. We warmly encourage applicants from equity groups (such as Indigenous youth, youth with disabilities, visible minorities, members of the LGBTQ2+ community, and new Canadians).

Work Environment and Compensation:

The Atlas is an outdoor historic industrial site in a rural location. All site buildings are designated historic resources. Work conditions can be challenging at times, due to the nature of the site and the Drumheller environment (extreme heat during the summer, difficult



**ATLAS COAL MINE
NATIONAL HISTORIC SITE**

local terrain, historic buildings). The work will require hiking over difficult terrain in all weather conditions and in large industrial buildings more than 2 hours daily.

The Booking Interpreter will work a rotating schedule, including weekends, 37.5 hours a week. Hours per week will not normally exceed 44.

The rate of pay is \$21.20/hour. The post term is from June 25 through Sept 1, 2025, with possibility of extension until Oct 6, 2025.

To apply, please send a cover letter and resume to Jay Russell (Curator): recruitment@atlascoalmine.ab.ca. Deadline is March 23, 2025.