



## **EDUCATIONAL PROGRAMMING & TOURS DIRECTOR**

Hours: 35-40hrs/week

Wage: \$23.25 / hour (+ vacation)

Start Date: May 11th 2026

End Date: September 1st 2026\*

*\*Possibility of an extension to be determined with the success of the candidate.*

**Application Deadline: Friday May 1st 2026**

### **Job Description:**

The Educational Programming & Tours Director oversees the delivery of high-quality, engaging visitor experiences by co-leading the training, and mentorship of the Historical Interpreter team with senior staff and Board. They ensure consistent historical accuracy and inclusive storytelling across all tours and provide ongoing coaching to maintain tour excellence. The Director manages tour bookings, coordinates daily operations, and works closely with visitor services and maintenance staff to ensure educational programming runs smoothly. They contribute to the development of tour scripts, interpretive materials, and new thematic programming, integrating current research and site developments into engaging public experiences. In addition, they maintain records of attendance and visitor feedback, liaise between management and tour staff, and support collaboration with community groups, and partner organizations. Through strong leadership and a commitment to cultural stewardship, the Educational Programming & Tours Director helps create an accessible, informative, and memorable experience for all visitors. Our candidate for this role should also have a strong interest in Historical Collections and have a keenness to explore research topics while developing skills in digitization and records management.

### **Ideal Candidate Qualifications & Interests:**

In addition to being a detail-oriented, self motivated individual who enjoys working on a team, candidates should possess the following qualifications:

- Working on or has completed a degree in History, Education, Social Sciences, and/or Arts
- 2-3 years of experience in the field of tourism, museum, and/or working in other cultural institutions
- Capacity to explore historical and cultural topics through storytelling for the delivery of tours
- Experience in managing staff and/or working with youth
- Point of Sales Systems and end of day reporting for payments and site visitor data

- Proficiency in French and other languages is considered an asset

### **Tasks & Responsibilities**

#### **Leadership & Team Management**

- Collaboratively train and mentor 2-4 tour guides to ensure accurate and engaging tours.
- Create staff schedules and ensure adequate tour coverage.
- Provide ongoing coaching and professional development encouragement via collections research and tailored interests.
- Foster a positive, inclusive, and collaborative team environment.

#### **Tour Quality & Visitor Experience**

- Oversee delivery of guided tours to ensure consistent messaging, historical accuracy, and engaging presentation.
- Provide feedback to guides to maintain excellence and support growth.
- Respond to visitor inquiries, feedback, and complaints professionally.
- Adapt tour content for diverse audiences, including youth, seniors, newcomers, and special interest groups.

#### **Program Development**

- Collaborate with staff and board on the creation and improvement of tour scripts, interpretive materials, and educational content.
- Work with heritage, cultural, or museum collections to integrate new research, artifacts, or site developments into tours.
- Explore personal topics of academic interest and develop research ideas for future collaborations or projects.

#### **Operations & Administration**

- Maintain daily records of attendance, bookings, and visitor experiences.
- Coordinate and participate with staff for regular maintenance to ensure cleanliness and professionalism of tour sites.
- Ensure site equipment (e.g. printed material, mics, POS systems) is functional and well maintained.
- Uphold safety protocols and ensure guides follow emergency and risk-management procedures.

#### **Communication & Coordination**

- Serve as a liaison between management and the tour guide team, communicating updates, expectations, and issues.
- Participate in relevant Glenaladale meetings and contribute to planning visitor services and site activation.
- Support collaboration with partner organizations, education programs, and community groups.

## **Cultural Stewardship**

- Ensure tour content reflects accurate history, cultural sensitivity, and inclusive storytelling.
- Support ongoing learning within the team regarding heritage interpretation, cultural protocols, and visitor engagement best practices.

### **HOW TO APPLY**

Interested candidates should submit their résumé and covering letter, detailing their qualifications as they relate to the position, to the attention of Hannah Morgan at [info@glenaladalepei.com](mailto:info@glenaladalepei.com).

Glenaladale Heritage Trust Inc. is committed to promoting a diverse workplace culture. We encourage applications from the BIPOC community, persons with disabilities, and other underrepresented groups. Where requested, we will provide accommodations to candidates for all aspects of the recruitment and selection process.