

Department: Museum & Culture

Division: Archives

Reports to: Archivist

Position Objective/Summary

The Archives Assistant provides assistance to the archivist in the day to day operations of the L.R. Wilson Heritage Research Archives. This includes delivering front of house services to researchers, renters, and visitors in addition to assisting with research requests and tasks related to collections management. The assistant will be responsible for administration tasks related to rentals and revenue generation. The Archives Assistant will help with tasks related to the long-term development of the archives services and collections, including digitization.

Duties & Responsibilities

- Delivers front of house services, including, but not limited to:
 - Providing in-person and telephone reference and research services
 - Assists with rental bookings, including administration, and set-up.
 - Ensures facilities are kept clean
 - Operates equipment to assist with research requests i.e. copier, scanner, microfilm reader
 - Handles rental contracts, fees, publications sales, and donations
- Assists with programming and special events
- Assists with research projects
- Assists with collections management tasks such as digitization, scanning and photography, and creation of finding aids and indices
- Promotes revenue generation through rentals, and other services
- Promotes the L.R. Wilson Heritage Research Archives through partnerships, online presence, and other outreach activities
- Assists with administrative duties, i.e. record-keeping, deposits
- Assists with volunteer management
- Assist with tasks, assignments and responsibilities for the Roselawn Centre as assigned and required.
- Other duties as assigned

Work Schedule

Normally not required to work outside regular working hours (5 hours per week) except when required during special events, programming, or special projects.

Education

- Minimum 2 year college diploma in related field or equivalent experience; university degree an asset

Experience

- 1-2 years' experience in a related field
- Keen interest in history, local history knowledge an asset

Knowledge

- Proficiency in MS Office, general computer skills; able to operate a digital scanner, digital SLR camera
- Customer service practices
- Museum/ archival practices

Skills & Abilities

- Able to prioritize tasks; organized, ensures high level of accuracy
- Able to read handwriting
- Good interpersonal and communication skills
- Able to understand written and oral direction
- Able to work as part of a team (staff and volunteers) and independently
- Good manual dexterity for handling fragile collections materials

Judgment is exercised in:

- Responding to public inquiries, and filling requests as required
- Prioritizing work activities to ensure service levels and deadlines are being met
- Implementing policies and maintaining standards as set out by management, including, but not limited to, health and safety, accessibility of staff, volunteers, patrons and visitors, and conservation to ensure longevity of archives resources and collections
- Responding to concerns/complaints and working to resolve them quickly and satisfactorily, with other staff as needed

Interpersonal Skills/Contacts

Internal

- Build and maintain strong working relationships with the archives and museum staff, library staff, city staff, and volunteers.

External

- Promotion of good relations with researchers, renters, visitors, tourists, volunteers, and the public.
- Provide professional and efficient services to researchers, renters and the public

Work Demands

Carries out work assignments which require the use of various pieces of office equipment, including but not limited to a computer, photocopier, scanner.

Carries out tasks which require the use of specialized equipment for collections management, including, but not limited to, large-format scanners, digital cameras, conservation tools, supplies, and PPE when required.

Job involves standing, sitting, walking, lifting.

Environment

Works inside in an open office environment, which is a public space shared with visitors, researchers, other staff and volunteers, with no privacy and frequent distractions. Moving items between buildings on the museum grounds and the archives is sometimes required. May occasionally work outside during programming or special events. Occasional encounters with members of the public who may be irate or upset.

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Position History

April 2023 - This Job Description was reviewed for accurate content and AODA compliance.

Reviewed by department and approved by:

Scott Luey – Chief Administrative Officer

Date