



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00252	Pay Grade:	6
JD Title:	Information Officer	JD FTE Hours:	35
Job Family:	Museum		

General Description

Responsible for monitoring and providing exhibit information to patrons in the Museum. Acts as a primary resource for any questions pertaining to the history and meaning of exhibits within the Museum.

Representative Duties & Responsibilities

- Review and interpret exhibits and provide information to patrons which requires an understanding of art theory, art history, and artist statements.
- Assist the Education Coordinator with the development and implementation of exhibition presentations based on Ontario Elementary and Secondary School Curriculum.
- Assist the Education Coordinator with the development of lesson plans for elementary, secondary, and postsecondary classes based on exhibitions and specific artworks.
- Assist the Education Coordinator with the development and implementation of exhibition information for adult and children English as a Second Language (ESL) classes and for visitors with special needs.
- Assist the Education Coordinator with the development and delivery of presentations at workshops, conferences, and seminars.
- Assist with curriculum and lesson planning for visual literacy courses.
- Respond to patrons who express concern over controversial art exhibits, and direct unresolved issues to the appropriate manager.
- Gather and compile information required to remain current with art movements, trends, techniques, art concepts, theories and processes.
- Monitor the gallery ensuring visitors do not touch, photograph, damage, or remove artworks from the gallery.
- Provide guided tours to various groups and individual visitors.
- Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Develop presentations and deliver information to Museum patrons.
- Provide content for web platforms and social media.
- Remain current with frequent changes to art exhibits.

Supervision

- No formal supervision of others is required.
- Occasionally provide orientation and show procedures to others.

Qualifications

- Bachelor's degree in Art History, Fine Art, or related field.
- Requires 1 year or relevant experience.

Effort

Physical Effort:

- A typical work day occasionally requires low physical effort for activities such as:
 - Intermittent periods of keyboarding to conduct searches and word process documents.
- A typical work day consists of greater than 3.5 hours of moderate physical effort for activities such as:
 - Standing for extended periods of time to provide tours and provide information to Museum patrons.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information to prepare routine documents and responding to inquiries.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Assisting the Education Coordinator with the development and implementation of exhibition presentations based on Ontario Elementary and Secondary School Curriculum.
 - Assisting the Education Coordinator with the development of lesson plans for elementary, secondary, and postsecondary classes based on exhibitions and specific artworks.
 - Assisting the Education Coordinator with the development and implementation of exhibition information for adult and children English as a Second Language (ESL) classes and for visitors with special needs.
 - Reviewing and interpreting exhibits and providing information to visitors which requires an understanding of art theory, art history, and artist statements.
 - Responding to patrons who express concern over controversial art exhibits.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Frequently required to stand for extended periods of time when conducting tours and providing information to patrons.

Psychological Environment:

- Occasionally required to work with individuals who may be rude or upset.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00252	Pay Grade:	6
JD Title:	Information Officer	Total Points:	408
Job Family:	Museum		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.5	17
	4. Interpersonal Skill	2.5	31
	5. Education and Experience	E2	96
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	3.0	18
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	2.0	28
	10. Responsibility for Others	1.0	10
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.0	39
Working Conditions	12. Physical Environment	2.0	10
	13. Psychological Environment	1.0	3
	14. Health and Safety	1.0	5