



The **Library of Parliament** is a non-partisan organization providing stimulating and rewarding work. We recognize that our employees are our most important asset and, as such, we offer excellent benefits, a minimum of four weeks' vacation leave, learning opportunities to support professional and career development, competitive salaries and more!

The Library of Parliament believes that the excellence for which it is known is enhanced by nurturing an inclusive workplace that embraces diversity, values differences and supports the full participation of all employees. The Library is committed to creating and maintaining a diverse workforce reflecting the communities in which we live and work, the clients with whom we work, and Canadian society as a whole.

Our **Research and Education Services** provides high-quality, substantive and timely information, research and analysis to parliamentary committees, individual senators and members of the House of Commons, and parliamentary associations and delegations. Research and Education also administers, through the **Public Education Programs**, the Library's public, educational and visitor programs, which help to educate and inform Canadians about Parliament and its institutions with a variety of tools and resources, including guided tours, exhibits and educational material.

We are currently looking for candidates to staff the following position: **Interpretation Officer (Guide Supervisor)**.

The **Interpretation Officers** work in a dynamic team environment and serve as the public face of Parliament. They are responsible for supervising and mentoring a team of parliamentary guides, while coordinating daily tour operations at four distinct locations. Interpretation Officers contribute to a range of tasks, including coordinating recruitment campaigns, training delivery, evaluating guide performance and delivering high-quality guided tours of the Canadian Parliament.

**INTERPRETATION OFFICER (GUIDE SUPERVISOR)
PARLIAMENTARY TOUR PROGRAM
RESEARCH AND EDUCATION**

Determinate positions

MPA-2 (\$74,082 - \$87,635)

(Bilingual staffing – imperative: CBC/CBC)

Note: This position is not eligible for telework. The location of work is on-site at Library of Parliament workplaces located in the National Capital Region.

For the purposes of this selection process, the competencies listed in the attached Competency Profile will be evaluated.

The following knowledge criteria will also be evaluated:

- Knowledge of best practices in customer and visitor services.
- Knowledge of theories, methods and techniques of heritage interpretation and their practical application.
- Knowledge of how Canadian Parliament works, of its history, activities, and the art and architecture of the Parliament buildings.
- Knowledge of methods, techniques and practices of developing and delivering training sessions.

To be considered, candidates must have:

- Successful completion of post-secondary education in a field related to the duties of the position, OR an acceptable combination of relevant education, training and experience.
- Experience in supervising, coaching or mentoring.
- Experience in providing client service and dealing with time sensitive requests or issues.
- Experience in the delivery of historical or cultural interpretive programs.

Assets:

- Experience in evaluating employee performance and providing feedback.
- Experience in delivering training to new employees.

Operational Requirements:

- Able to work frequent weekend shifts and occasional evening shifts to ensure continuous operations.
- This position is not eligible for telework and requires daily on-site presence.

Candidates retained in this selection process will be required to obtain successfully:

- A second-language evaluation (Bilingual staffing – imperative: [CBC/CBC](#)).
- A pre-employment screening.

Additional Information:

- The Library of Parliament welcomes all candidates to apply and encourages applications from Indigenous persons, racialized persons, 2SLGBTQI+ persons, and persons with disabilities for this position.
- This selection process is open to the public.
- This selection process may include a second-language evaluation, a written qualifying exam, and an interview. The interview will consist of behavioural, situational and knowledge-based questions. Candidates will be required to pass each stage in order to move to the next stage of the selection process.
- We are committed to providing an inclusive and barrier-free work environment, starting with the staffing process. If you require accommodations during any phase of the evaluation process, please contact us at LOPCareers-CarrieresBDP@parl.gc.ca.
- Qualified candidates from this selection process may be considered for determinate or indeterminate positions at the Library of Parliament that require similar knowledge and/or competencies.
- Education and experience requirements will be used to determine which candidates will be asked to participate in the next stage of the selection process.
- Satisfactory references and proof of education are essential conditions of appointment.
- Travel and relocation expenses are the responsibility of the candidates.
- Only those legally permitted to work in Canada can participate in this selection process.

Apply no later than 15 October 2024 – 11:59 p.m. (Eastern Time).

Consider applying as soon as possible as the hiring manager will review candidate applications and assess on an on-going basis.

By applying on this job posting, you understand that this position requires **frequent weekend work** and **occasional evening work**.

To apply, please send us your curriculum vitae, along with a covering letter indicating how you meet each of the education and experience requirements of the position.

Please quote “**LAST NAME, FIRST NAME - Staffing Process 24-LOP-279**” in your documents and, in the subject line of your email.

Send us your application by email: LOPCareers-CarrieresBDP@parl.gc.ca.

Questions? Contact Human Resources at 613-617-0943 or LOPCareers-CarrieresBDP@parl.gc.ca.

We thank you for your interest. Please note that only those selected for further consideration will be contacted.
