



## Applying for positions with the Royal BC Museum

### Eligibility to Apply:

To be eligible to apply on any competitions, you must be at least 15 years old and eligible to work in Canada (be a Canadian Citizen or have Permanent Resident status).

Is the job restricted to a geographic area? If yes, do you reside in the restricted area?

### General Applications:

General applications are accepted for entry level positions only – Box Office Cashiers. The box office cashiers are hired on an “as and when required” or “on call” basis. They are considered auxiliary employees without benefits. If you would like to include your resume on file for the box office, we will retain it for a period of six months. Send your resume and cover letter to [HumanResources@royalbcmuseum.bc.ca](mailto:HumanResources@royalbcmuseum.bc.ca)

### Cover Letter Tips:

- Address your letter to the panel chairperson (no specific name is required);
- Keep it short and concise, ideally one page;
- Don't use acronyms;
- Focus on the requirements of the position, and provide examples of how your previous experience meets the requirements of the position;
- Highlight how you can contribute to the team you will be working with;
- Include skills you have that are stated in the posting or job description;
- Address any willingness statements, such as must be willing to travel, or must we willing to work extended hours;
- List any certified requirements that relate to the qualifications, like a valid driver's license; and
- Double check for grammar and spelling errors.

### Resume:

- Be sure to clearly demonstrate how you meet the education and experience requirements found in the selection criteria of the job description;
- Ensure that you include the month and year you started and ended your employment in previous or current positions; and
- Ensure that your contact information is current

**Deadlines:**

- Postings with a closing date of 11:59 pm are Pacific standard time; and
- Don't wait until the last minute to apply. Allow yourself time to prepare or update your application.

**The Screening Process:**

Screening for eligibility is the process used to determine who is eligible to move forward in the competition process. All applicants that move forward **must** meet the basic education and experience found in the job description selection criteria. To meet the shortlist applicants must clearly demonstrate their qualifications in their cover letter and resume.

**The Assessment Process:**

The assessment process may consist of any of the following:

- A written exercise;
- An in-person or skype interview;
- A presentation;
- A role-play;
- Samples of your work;
- Past work performance; or
- A combination of any of the above.

**Preparing for Assessment:**

Read the job description thoroughly to make sure you clearly understand the position. Pay special attention to the selection criteria, which is on the last page of the job description, as this is what you will be assessed on. Check out the Royal BC Museum website to become familiar with the organization.

**Assessment Methods:**

There are three types of assessments:

- Knowledge based – testing knowledge of procedures, legislation, policy, computer applications;
- Situational – what action would be taken in a hypothetical situation?
- Behavioural – what action was taken in a particular situation?

## Behavioural Interview Preparation:

- Review the competencies in the job description;
- Think back over your past experiences for examples that illustrate your competencies and successes;
- Prepare your best examples of how you have demonstrated the competency;
- Choose relevant examples;
- You may be asked for a reference for your examples;
- Use the STAR technique.
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## The STAR Technique:

**Situation:** Describe the situation. Be brief, but give enough detail of the situation or problem so the interviewers understand. Include details - when, where, and who was involved.

**Task:** What was expected to be accomplished? What was your specific role in the situation? Why were you involved? What were you expected to achieve?

**Action:** Take the interviewer through the steps you took to handle the situation and/or resolve the problem. What were your actions? In detail explain what you did or said, why you took the particular approach, what did you think or feel, who did you consult or interact with, and why? What challenges did you face and how did you resolve them? Keep your answer clear and concise. Talk about what **you** did.

### **Result:**

What were the results of your actions? The results should link back to the task. Describe the results or outcome of your actions and the event. Describe what happened, what you accomplished and what you learned. This may include how you felt about the outcome and why.

## Interview Tips:

- Do not make assumptions in your responses. Describe the example as if you were talking to someone who knows nothing about what you do. Do not assume the panel members know anything about the situation or your role. If you do not provide the verbal information, it is not possible to give you marks;
- The interviewers may ask you follow up or probing questions to elicit additional information or more clearly understand your responses. Listen carefully to the questions and answer them clearly and concisely.

## **Competencies:**

Competencies describe the behaviours, attributes, traits and motives that you demonstrate when doing your job – they enable you to do a job well.

Find out more about competencies here [Competencies.pdf](#)

## **Past Work Performance:**

Past work performance is a factor of merit. Our policy requires that an assessment of past work performance must be conducted for each appointment and will include an employment reference from a supervisor or equivalent (a designate who can respond on the supervisor's behalf).

Past work performance checks are usually the final step in our recruitment process but they may be conducted earlier. One way to review past performance is conducting reference checks, or to review past samples of work.

Reference checks will include current and past direct supervisors' references. Bring a list of three references with you to the interview.

Reference checks are confidential, and hiring managers may not contact anyone about your work history without your permission.

## **Security Screening:**

As the duties of all positions in the Royal BC Museum meet the requirements of the Security Screening Policy, if successful in a competition, you must complete a criminal record check consent form to be submitted to the Criminal Records Review Program. All offers of employment are subject to a satisfactory outcome of this search. New criminal record checks will be conducted periodically and at least every five years. During your employment with the Royal BC Museum, you will be required to notify your manager or supervisor in the event that you are arrested, charged or convicted of any criminal offence.

## **Applicant Feedback:**

At the end of the competition process, all applicants will be provided with be advised in writing on the outcome of the completion. At that time, contact information for the panel chair will be provided for you to receive feedback on the competition process. This is an opportunity for you to understand your performance in the process. It is an opportunity to learn where you did well and where you can improve or develop. It also helps you understand how decisions in the process were made.