



Job Posting

Specialist, Creative Experience

About Spark

The purpose of Calgary's science centre (Spark) is unwavering. Spark exists to make lives — and the world — better through an affinity for science. Through visits to Spark, and encounters with Spark in the community, people are lifted up by the positive power of curiosity, experimentation and creativity. Spark is a registered charity.

The outcome is profound. Spark helps people of all ages fuel up for the future because at Spark, science, technology, and invention are embedded in cultural experiences. This means designing and delivering transformative moments that engage and delight through story, technology, immersive experiences and human connection. Through this we create new points of access to the disciplines at the core of innovation. Join the Spark team to transform lives and inspire the future.

Position Overview

Spark is currently recruiting a full-time Creative Experience Specialist. The Creative Experience Specialist will report directly to the Manager of Creative Experience and is responsible for coordinating and executing Spark products and exhibition experiences with original science flair. The Specialist has a passion for delivering creative guest experiences combined with strong organization, planning and logistics skills to fulfill the purpose of sharing the wonders of science through world class programming experiences.

Summary of the Role

The Creative Experience Specialist excels at organizing the details, planning, and deploying resources to deliver experiential programs and experiences at Spark. The Creative Experience Specialist has a history of building strong relationships and engaging cross functional teams to execute high-quality, safe, and successful public experiences. The Experience Specialist is an excellent communicator gathering input and contributions from stakeholder into comprehensive plans, ensuring all departments are informed and engaged as products come to life! This position participates in all aspects of experience product development and operations, conducting outreach to partners, content coordination, maintaining project timelines, overseeing technical aspects, and developing operational plans. They possess the skills and experience to inform the customer journey, taking pride in the finest of details to ensure the guest experience exceeds expectation. They will work closely with the Spark exhibit operations team to ensure the products generated are deployed and operate safe, and effectively. Exceptional planning skills are required, with a passion for the untapped and often spectacular worlds of science and engineering. A desire and ability to engage diverse audiences is essential for success. The successful candidate will have balanced strengths in logistics and operations as well as thematic content presentation and programming.

Key Responsibilities

- Organize all aspects of development and implementation of product experiences as assigned for successful delivery of product experiences at Spark

- Continued pursuit of product and process excellence through ongoing monitoring, maintenance, and enhancements
- Actively contributing to organizational planning influencing how experience are translated into operationally deliverable guest experiences
- Support the development of product experiences and exhibit concepts through ideation and collaborative planning sessions and build detailed deployment and operational plans.
- Contract and schedule all necessary vendors, supplies, contractors, and resources to ensure overall vision of final product experience is achieved.
- Track and report for all assigned program budgets.
- Model high performance, flexibility and kindness in a rapidly changing growth environment.
- Other duties as required and assigned.

Qualifications and Knowledge

- A minimum of 3 plus years of experience in programming live events, entertainment, and presentations.
- A minimum of 1 years of technical or operational experience within a live theatrical or experiential entertainment role.
- A solid understanding of guest facing experiences and interaction
- Fluency in Office 360 suite and able to use most platforms.
- Fluency in layout software Sketchup, Social Tables or comparable programs
- Strong ethics and ability to manage confidential data if required.
- A proven track record of adding value to an organization's culture and initiatives.
- A positive attitude!
- Desire to work on a high performing team with a continuous upgrading culture to achieve high impact results. Fluidity and a desire to work hard and grow are essential.
- A high degree of creativity with the ability to leave your ego at the door.
- Willingness to learn and adapt to change.

Culture at Spark

Spark's goal is to become one of the top 10 most-worth-visiting science centres in the world. Through skilled and confident programming, Spark will attract visitors from around the city, province and globe, and immerse them in emotive experiences as they explore ever-evolving, quirky and thought-provoking galleries. The skilled programming at this level of success will only be possible with an organization-wide commitment to effective performance. High performance at Spark is both defined and experienced by diverse cultures and proactively advances equity among all human beings as part of the definition of effectiveness.

Spark's high performance culture is driven by a shared purpose. Team members are united by values and proud of the reputation we are building together. What does high performance look like at Spark?

- **Commitment to Purpose.** Everyone at Spark is a purpose driven leader. You are passionate about entertaining people of all ages in creative encounters with science, technology and engineering, and the output of your work reflects our values: collaboration, curiosity, courage, commitment, and creativity.

- **Commitment to Continuous Learning.** Your individual growth is driven by a desire to be a part of the team that makes Spark one of the best science centres in the world. Every day is a professional development day at Spark. You are expected to seek out learning opportunities and pursue professional growth. At times the growth may be uncomfortable, and you embrace it as part of the journey.
- **Agents of Change.** We are a culture of experimentalists. It is expected and encouraged for staff to make suggestions that can improve a program, presentation, process or service. It is also expected and encouraged for suggestions to be accepted and tried with a thank you for helping each other get even stronger.
- **Coaching Mindset.** Sparklers are committed to helping each other become even stronger in our roles. Upgrading each other's work is enjoyable and rewarding because teams are built on trust. Supervisor feedback feels like coaching, not criticism or punishment. Remember, you can say anything if you are kind, clear and non-judgmental. This is how high performance teams are built.
- **Winning and Losing as a Team.** We work together to drive action and results that are aligned with Spark's mission in the outside world. We encourage healthy debate and science-based decision making. Our relationships allow us to make big asks of each other and get big things done together with a sense of urgency and excellence. If someone appears to fail, you ask, "What did I do or not do to contribute to that, as it is my failure too."
- **Achieving Results.** Spark is dedicated to excellence in all aspects of communicating science and we carry that dedication to excellence in every aspect of Spark's work. We encourage each other to set stretch goals and work together across all departments to exceed them.

To Apply: Interested candidates can submit their cover letter and resume, in confidence, to careers@sparkscience.ca with "Events Specialist" in the subject line.

Closing Date: August 12, 2022

Salary Range: \$45,000-\$60,000, depending on experience

*We thank all applicants for their interest. **Only those selected for an interview will be contacted.***

Spark is committed to employment equity and diversity and encourages applications from all qualified individuals.