

JOB DESCRIPTION

POSITION 1:	TOUR GUIDE, 9 weeks
SUPERVISOR (1):	Tours Coordinator
SUPERVISOR (2):	Tourism Development Manager
START DATE:	9 weeks, 30 hours per week

GENERAL ACCOUNTABILITY:

Under the direction of the Tourism Development Agent, the Tour Guide is responsible to implement guided tours in the community and KCAC. This responsibility includes:

1. Preparing for & implementing Guided Tours
2. Assisting with the development of tour experiences and programs

EDUCATION & EXPERIENCE REQUIREMENTS:

Candidates would be considered with: Secondary school diploma, A post-secondary degree is not required for entry into this profession. However, it would be advantageous to have vocational qualifications or a degree in the field of leisure, travel, tourism, history or languages. Work with the public or experience gained within the hotel, tourism or travel trades is beneficial with two (2) years of relevant experience is required.

Other requirements: Functional to communicate in both English and French languages, verbal and written is an asset.

KNOWLEDGE & SKILL REQUIREMENTS:

This position requires:

- General knowledge of Kahnawà:ke's geography, history, attractions and facilities,
- Interpersonal and customer service skills, courteous, enjoy working with the public,
- Good listening and questioning skills,
- Ability to work calmly and efficiently under pressure,
- Presentation skills,
- Strong empathy & understanding,
- Engaging storyteller and actor,
- Analytical and decision-making skills,
- Time management and priority management skills,
- Ability to work both independently and as part of a team,
- Ability to represent Kahnawà:ke and Kahnawà:ke Tourism with a professional image,
- Penchant for detail and thoroughness in completing work tasks,

- Excellent verbal and written communications skills in English, including proper grammar, syntax, punctuation, and style,
- Intermediate verbal and written communication skills in French. Willingness to take French language courses, if necessary,
- Willingness to speak and/or learn Kanien'keha.
- CPR Training an asset

MAJOR RESPONSIBILITIES (see key performance indicators in Employee Performance Appraisal form):

1. Guided Tour Preparation & Implementation

- Provide travel and visitor information to tourists both in person and virtually
- Share general information about historical sites, scenic areas, events, attractions, and community resources
- Respond to tourism-related inquiries within 48 hours or sooner when needed.
- Ensure a positive visitor experience by delivering tourism services professionally, both independently and as part of a team.
- Promote local tourism products, services, and experiences.
- Use clerical and organizational skills to complete administrative tasks efficiently.
- Provide guided tours of Kahnawà:ke and assist with guided tours for the Saint Francis Xavier Mission (SFXM) and the Kahnawà:ke Cultural Arts Center (KCAC).
- Communicate with other tour guides as required.
- Complete weekly tour reports and conduct tours as scheduled.
- Gather and evaluate guest feedback, making improvements with the team when appropriate.
- Assist in developing surveys and feedback tools to identify visitor and community interests on a quarterly basis.
- Ensure visitor safety during walking and bus tours, including following health and safety protocols.
- Meet regularly with the Tours Coordinator to review workload, tasks, and follow-ups.
- Prepare and submit weekly timesheets to the Tours Coordinator.
- Perform additional related duties as assigned.

2. Assisting with Tour Experience Development

- Support planning and content creation for new tour experiences.
- Assist with research and data collection to improve program offerings.
- Participate in audio-visual recordings, both on-screen and off-screen.
- Help develop Kahnawà:ke tour packages in collaboration with the Tours Coordinator, TDM, and local businesses.
- Contribute to the creation and delivery of both virtual and in-person tour experiences.
- Assist in maintaining and updating the Tour Guide Manual.

CONTACTS:

General public/tourism clients – to give information, receive feedback on the authentic tourism products and services offered in Kahnawà:ke.

Various organizations, businesses, associations, committees – To provide information, to discuss available tours and to lobby community members' support.

COMMITTEES:

Active membership not required on any formal committee.

VISION, MISSION AND CORE VALUES (see descriptions in Employee Performance Appraisal form):

The Tour Guide is responsible for modelling and promoting Tewaohni'saktha's vision, mission and core values, including Marketing & Tourism's mandate.

SUPERVISION:

The Tour Guide is expected to lead all initiatives with minimal supervision. The position will not require direct supervision over any personnel.

WORKING CONDITIONS:

A normal work week is five (5) days, shift work 8:30-12:30 pm or 12pm to 4pm, (20.0 hours per week 4 hours per day). Flexibility is required to accommodate occasional evening and weekend work. The customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; Generally, the job requires 60% standing, 20% walking, and 20% sitting. The job is performed under minimal temperature variations and in a generally hazard free environment. Some travel may be required, mainly to tourist attraction sites in the community. Moderate deadline and productivity pressure associated with managing multiple files and executing multiple responsibilities.

THINKING CHALLENGE:

Similar situations requiring solutions by discriminating choices between things learned. Jobs may be confronted with multiple choice situations but through prior exposure or experience the job holder will have learned which choice is most appropriate to the situation. Once selected, the solution does not need to be adapted to the problem.

Interpretive: Differing situations requiring the identification and selection of solutions through the application of acquired knowledge and judgment. These jobs are confronted with problems which 'fall in the cracks' and are resolved by 'reading between the lines', requiring reliance on past experience. There is usually a right answer so that within a short timescale it will be apparent whether the chosen solution was right or wrong.

THINKING ENVIRONMENT:

The 'what to do' and 'how to do' are defined but with less detailed instruction to allow some room for interpretation. The job holder can consider variations in the sequence of procedures based on other situations encountered in the work setting.

Standardized: Here the job holder works within substantially diversified, established processes, standards and methods with only a minimum general supervision. Many problems can be tackled based on experience but the most complex can mean seeking advice and counsel from an appropriate source (though not necessarily the answer). The job holder deals with changing priorities and differing work situations and must think about not only the central problem but also the implications.

DECISION AUTHORITY:

1. Determines appropriate recommendations to submit to the Tourism Development Agent to improve the effectiveness and efficiency of the Tourism Strategy.

