



Job Description

Tour Guide (On Call)

SUPERVISOR (1): Tour Coordinator
SUPERVISOR (2): Tourism Development Agent
START DATE: On-Call, based on availability.

General Accountability

Under the direction of the Tour Coordinator, the Tour Guide is responsible for the implementation of the Tourism Strategic Plan. This responsibility includes:

1. Implementation of Guided Tours

Education & Experience

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, and languages. Work with the general public or experience gained within the hotel, tourism 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 mandatory. Must have access to a vehicle and possess a valid driver's license.

Knowledge & Skill Requirements:

The 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,
- Time management skills

Major responsibilities

1. Implementation of Guided tours

- Provided travel/visitor information and other services to tourists.
- Provides general information on historical sites, scenic areas, events, tourist attractions, local resources.
- Ensures customer satisfaction by providing tourism services in a professional manner, both individually and as part of Kahnawà:ke Tourism
- Promotes tourism products and services.
- Prepares and submits tour invoice to the tour's coordinator.
- Leads the coordinator of tours from the KWC to various destinations in Kahnawà:ke.
- Conducts guided tours.
- Conducts presentations in classrooms/boardroom based on tourism inquires for speakers. Payment will be organized through tour guide and school/business requesting services.

CONTACTS

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

Community entrepreneurs, members, and organizations: to provide assistance, guidance, and opportunity; to promote the Kahnawà:ke tourism strategy within the community.

COMMITTEES

Although the position is not required to sit as an active member on any formal committee.

SUPERVISION

The Tour Guide is expected to assist in providing educational information on guided tours. The Tour Guide will not be responsible for the supervision of any personnel.

WORKING CONDITIONS

On Call based on tour requests and tour guides availability during the hours of Monday to Friday. Occasional tour requests during evenings and weekends. Travel may be required, namely to SFXM, KOR, Tourist Sites, Boutiques and Restaurants. Tour Guides are asked to complete a journal after every tour and with tour guides permission allow the Tour Coordinator to view entries for educational purposes.