

Tour Guide 1

Positions Available: 1

Status:	Casual (on call basis) Seasonal	Job Location:	Stave Falls Project
		City:	Lower Mainland

Your passion lies in making a difference. By moving beyond the expected, you help make our world a better place. These values we respect and seek out in employees. Together, we can build our community, foster conservation and deliver clean, reliable energy solutions for today, tomorrow and generations to come.

Being one of the largest electric utilities in Canada and North America, BC Hydro offers challenging opportunities throughout the province.

JOB DESCRIPTION

Duties:

- * Greets visitors to the Visitor Centre as an ambassador of BC Hydro. Explains the self-guided tour or guided tour information. Answers questions about other tourism opportunities in the area and provides directions where possible.
- * Provides guided tours following established tour content, tailoring content to meet the needs and interests of the assigned group. Explains how electricity is generated, discusses the history and construction of the generating station/dam, and provides information on BC Hydro’s current initiatives, services and programs, including environmental programs and local capital projects.
- * Responds to non-routine enquiries and questions by sharing information with visitors, referring visitors to other resources within the organization where appropriate. Assists others over the phone or via email with enquiries about the Visitor Centre or general BC Hydro questions.
- * Utilizes the Point of Sale (POS) system to process admission fees and retail purchases from the gift shop. Handles cash, counts daily intake, and completes end of day reporting. Trouble shoots problems with the POS system and escalates as required.
- * Performs clerical duties such as filing, completing reports, answering telephones, checking safety equipment and supplies, and taking minutes at meetings.
- * Performs duties of a minor nature related to the above duties which do not affect the rating of the job.

Qualifications:

- * Partial completion of high school, plus some experience in customer service, public speaking, giving presentations and/or leading groups. Completion of in-house training program upon hire.
- * Ability to provide clear and concise information to the public.
- * Strong communication and presentation skills.
- * Strong interpersonal and customer service skills.
- * Ability to deal effectively with all ages of the general public, from preschoolers to seniors.

- * Ability to work independently and in a team environment.
- * Ability to adapt established tour presentation to meet the needs and interests of the assigned group.
- * Ability to perform basic clerical skills such as filing and report preparation.
- * Basic knowledge of computers and standard office applications to access information, prepare reports, correspond by email and research information within BCH and the community.
- * Ability to utilize a Point of Sale system for sales transactions.
- * Ability to set up, assemble and move displays and other material including store stock up to 20lbs.
- * Basic knowledge of BC Hydro's current initiatives, services and programs as well as some understanding of electricity generation.

ADDITIONAL INFORMATION

This position is affiliated with the Canadian Office and Professional Employees Union (COPE local 378) (www.cope378.ca).

Working Conditions:

Majority of time spent on feet and may be exposed to unpleasant sections and areas within the generating station.

Please note that this engagement will go from February 16, 2015 to October 12, 2015

At BC Hydro, our vision Powering B.C. with clean, reliable electricity for Generations is about working together to make a difference for the future of all British Columbians. To achieve this goal, we live by our six core values of Safety, Accountability, Teamwork, Integrity, Service and Ingenuity.

Safety – keep safety first in mind, heart and action
Accountability – take ownership, be decisive and move forward
Teamwork – One Hydro – make it happen together
Integrity – do the right thing
Service – proud of our service
Ingenuity – create resourceful solutions

If you share our values and are ready to join a great team, we'd love to hear from you!

BC Hydro is an equal opportunity employer.

HOW TO APPLY

Please be sure to update your Candidate Profile with your current resume and include copies of your certifications and/ or Trades Qualification, if applicable. This will ensure the Recruitment Partner has the necessary information to assess your application.

If you do not include this information, this could result in delays in assessing your application.

Click on the Apply button in order to complete the steps to apply for this job.

Date Posted: 2014-12-02

Closing Date: 2014-12-10