

Tour guide 1- Revelstoke

Positions Available: 2

Status: Casual (on call basis) Temporary	Job Location: Revelstoke Generating Station Region: Northern Interior
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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:

Throughout our province, BC Hydro has developed and maintains a wide range of recreational areas as part of our efforts to balance your energy needs with the preservation of the natural environment. BC Hydro’s Visitor Centres aim to educate visitors on hydro-electricity, electrical safety and energy conservation, and to tell the story of BC Hydro in the region. Tour Guides play an important role at these visitor centers in helping to educate the public, and carrying out other research and project functions.

Our ideal candidates for the Revelstoke Dam Tour Guide jobs would have a interest in electricity, customer service, travel / tourism, as well as a zest for learning and an ability to translate these learnings to our visitors. As a tour guide, you act as an ambassador for our company and are a primary resource for sharing knowledge on how electricity is generated, the history and construction of the generating station/dam, and BC Hydro’s current initiatives, services and programs, including environmental programs and local capital projects.

The successful candidate:

- * 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:

The successful candidate will have:

* Experience and strong skills in customer service, public speaking, giving presentations and/or leading groups.

* Partially or fully completed high school.

* Ability to deal effectively with all ages of the general public, from preschoolers to seniors, and provide clear and concise information to the public.

* 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).

* This is a part-time employment opportunity starting May 4, 2015 and ending September 7, 2015. Hours vary depending on candidate availability, visitor center hours, and scheduled tours. Typically, successful candidates will work 20 to 30 hours per week.

* The Revelstoke Dam Visitor Center is located at 5105 Highway 23 North, Revelstoke, BC and is open weekdays and weekends. The successful incumbents must be available to work on weekends and holidays.

* Preference will be given to candidates that are familiar with the local community and visitor center, candidates that are enrolled or have completed a post-secondary tourism program, and/or students enrolled in an electrical trade, technology or engineering post-secondary program.

* Ideal candidates will have a basic knowledge of the operation, construction practices and systems/equipment involved in a generating station, or will quickly acquire this knowledge upon

starting employment. An interest in the environment and history is also considered an asset.

* Completion of an in-house training program is required upon hire.

* Tour Guides earn an hourly wage of \$19.29 (this includes a percentage in lieu of benefits). A monthly stipend of \$200 is also payable at the end of the completion of a successful contract with the potential of earning an additional \$800 for the full 4 months.

To learn more about our visitor centers, please visit www.bchydro.com/revelstoke

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: 2015-02-05

Closing Date: 2015-02-15