

Tour Guide 1 - Hudson's Hope

Positions Available: 11

Status: Casual (on call basis) Temporary	Job Location: Hudson Hope Transmission Region: Northern Interior
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We're BC Hydro and we have a big job to do.

Keeping the lights on for over 4 million people across the province takes a lot of talented people doing many different jobs. From working deep in a generating station, atop a power pole, or behind a desk, whatever it is that makes you tick we offer challenging careers to help you reach your potential.

We're investing more than \$2 billion per year in major capital infrastructure projects to help meet the growing demand for safe, reliable power. We're upgrading transmission lines, building new substations, and investing in our hydroelectric generation facilities.

We aim to provide meaningful and challenging work, opportunities for growth and a healthy work/life balance. We've been recognized for excellence and been named one of B.C.'s Top Employers and one of Canada's Best Diversity Employers for four years in a row.

It's our vision to be the most trusted, innovative utility company in North America by being smart about power in all we do.

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 Hudson's Hope 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 Powerhouse, 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 Powerhouse, 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 9th, 2016 and ending September 5th, 2016. Hours vary depending on candidate availability, visitor centre hours, and scheduled tours. Typically, successful candidates will work 20 to 30 hours per week.

* The W.A.C. Bennett Dam Visitor Centre is open weekdays and weekends. The successful incumbents must be available to work on weekends and holidays. Please note that public transit

* Preference will be given to candidates that are familiar with the local community and visitor centre, 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 \$19.55 (this includes a percentage in lieu of benefits). A stipend of \$200 per month is also payable at the end of the completion of a successful contract.

** To learn more about our visitor centres, please visit www.bchydro.com/visitorcentres

Working Conditions:

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

We're always looking for exceptional people to bring new ideas, fresh thinking and the motivation to help shape the electricity system in B.C. It's an exciting time to be a part of our team as we invest in our system and prepare to meet the challenges of tomorrow.

Our values guide our work. Want to join us?

We are safe.

We are here for our customers.

We are one team.

We act with integrity.

We respect our province.

We are forward thinking.

BC Hydro is an equal opportunity employer.

HOW TO APPLY

Don't forget to update your Candidate Profile with your current resume and copies of your certifications. If applicable, include your Trades Qualification. This will ensure we have all the necessary information to assess your application without any delays.

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

Date Posted: 2016-02-15

Closing Date: 2016-02-28