

Position Overview

The **Steveston Historical Society** is looking for enthusiastic, self-motivated individuals who have excellent customer service, public relations, communication and interpersonal skills. You will enjoy working with the public leading the cross site **Steveston Heritage Experience Tour** heritage tour including Britannia Shipyards, Steveston Tram, Steveston Museum and Gulf of Georgia Cannery. You will ensure customer satisfaction by interacting with the public in heritage settings and leading the Steveston Heritage Experience Tour. Examples of key work activities include:

- Acting in character following a provided script.
- Wearing a provided costume.
- Leading a multifaceted tour across four of Steveston's major historic sites.
- Keeping the tour on schedule.
- Provide heritage information and customer service to members of the public.
- Ensuring safety and security of heritage buildings.
- Ensuring public safety at all times.

Education & Experience

Completion of Grade 12 or equivalent supplemented with a background in history, acting, education or tourism, or equivalent combination of experience

Knowledge & Skills & Abilities

- Possess an outgoing and friendly personality and be willing to engage with public.
- Ability to interact with groups of individuals of all ages.
- Ability to be knowledgeable, personable and skilled at maintaining control of the interpretative conversation while creatively encouraging willing visitor involvement
- Ability to understand and carry out oral and written instructions.
- Ability to interpret, explain, educate and inspire visitors.
- Interest in, and knowledge, of local history.
- Ability to effectively prioritize workflow and multitask and demonstrate organizational ability.
- Ability to work well under pressure and deal with stressful situations with professionalism.
- Strong problem solving and communication skills including ability to make decisions independently.
- Ability to courteously and effectively deal with the public in providing information and assistance.
- Ability to work both independently and interdependently while exercising sound judgement and initiative.
- Ability to successfully pass a Criminal Record Check.
- Ability to speak a second language is an asset.

Preferred Qualifications

- Current Occupational First Aid Level 1 certification or higher is required.

Working Conditions and Effort

- Duties are performed in a heritage environment.
- Must be comfortable standing and walking for long periods of time.
- Some parts of the tour will be outdoors, in all weather conditions.

Salary: \$25 per hour

Status: Contract/ on call

Must be available:

May 25, June 15, July 13, August 17, September 14 and October 5