

## Squamish Lil'wat Cultural Centre Team Driver and Cultural Ambassador Position Description

<b>Title:</b>	<b>Team Driver and Cultural Ambassador</b>
<b>Reporting to:</b>	Manager of Operations
<b>Overview:</b>	Many of the SLCC team members commute daily from West Vancouver and Squamish. Our drivers play in integral role in ensuring our team gets to SLCC and home again in a timely and safe manner. Once at the SLCC this role will become part of the Cultural Delivery team ensuring our guests and welcomed and taken care of during their visit with us. For driving, you take great care in ensuring our team is safe and the rules of the road are followed. For cultural delivery, you share the SLCC history and culture with our guests. This role is 1-4 days per week, Wednesdays through Saturdays.
<b>About SLCC:</b>	The Squamish Lil'wat Cultural Centre (SLCC), where mountains, rivers and people meet, embodies the spirit of partnership between two unique Nations who wish to preserve, grow and share our traditional cultures. The vision of the SLCC is to share our cultural knowledge to inspire understanding and respect amongst all people.

### What we are counting on you for (deliverables and expectations):

#### Operations

- Ensure team members get to and from work in a safe and timely manner, following all rules of the road as well as those set out by SLCC and following a specific route and timeline for pick ups.
- Daily review of pick up schedule to ensure no one gets left behind and pick up times are clear.
- Complete daily travel log.
- Provide guests with detailed information, using the approved scripts, in a professional, engaging and interactive manner.
- Assists in café, front desk and gift shop as required

#### Teamwork

- One the best things about the SLCC is our small, close-knit team. While the above expectations are the majority of this role, it is expected that all team members will come together to help each other out across departments.
- Every team member lives the SLCC values of Passion, Empowerment, Collaboration and Equality:
  - Passion: you have a voice in sharing the pride of our two unique cultures; you create a sense of connection and belonging; and you bring a sense of humour to the workplace.
  - Empowerment: you take ownership and follow up; you trust yourself and each other; and you are openly ready to learn and grow through successes and mistakes.
  - Collaboration: you work closely with the SLCC team towards a common goal; you acknowledge differences and draw on other's strengths; and you share your own perspective while also being curious about other's perspectives.
  - Equality: you treat others as you would like to be treated, with fairness and respect.

**Attributes you will bring to our team:**

- Able to demonstrate reliable performance and can follow set timelines (for driving).
- Proven ability to provide strong customer service and often works to exceed expectations.
- Build and maintain strong working relationships. Is respectful and takes into consideration all unique perspectives.
- Maintains a calm demeanor under pressure and can use critical skills for on-the-spot problem solving.
- Very organized, detail oriented and pays attention to the small stuff.
- Ability to work as a team player as well as independently.
- Enthusiastic, energetic and has a positive approach.
- Strong communication skills.
- Ability to carry 50lbs.
- Prompt and ready to work at start of shift.

**Experience & Education**

- Valid BC drivers license required. Previous driving experience required.
- Clean driving record, drivers abstract is required.
- Able to drive long distances in a variety of weather conditions, including challenging winter conditions.
- Previous experience in customer facing role an asset.
- Prompt and ready to work at start of shift.
- Clear criminal background check required upon hire
- Knowledge of Squamish or Lil'wat or First Nations culture an asset.
- Class 4 Drivers License
- Clear criminal background check.

**Application and Selection Process:**

Please apply by sending your cover letter and resume to [Human.Resources@SLCC.ca](mailto:Human.Resources@SLCC.ca) .

*If you are selected to move forward in the interview process, there may be multiple steps in our selection. We are committed to hiring the best leader for the SLCC and want to ensure you are a great fit for the team and the right candidate.*