

## Position Description

<b>Title:</b>	<b>Cultural Delivery Ambassador</b>
<b>Reporting to:</b>	<b>Manager of IYA, Curator</b>
<b>Overview:</b>	Sharing the rich history and amazing culture of Squamish and Lil'wat communities is the core of this role. As part of a fantastic team, the Cultural Delivery Ambassador greets guests, leads tours and creates an interactive and engaging experience for anyone visiting the SLCC.
<b>About SLCC:</b>	The Squamish Lil'wat Cultural Centre (SLCC) is a place sharing meaningful experiences, educating all, and lifting our distinct Skwxwú7mesh and Lil'wat ways. We are a space where our Skwxwú7mesh and Lil'wat cultures meet, grow, and are shared.

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

#### Key Deliverables

- Creates cultural understanding by working collaboratively with staff and interpreters to design and deliver tours, programs and activities.
- Greets guests, lead check in process and leads daily tours. Follows established service standards and approved scripts while still bringing own passion and professionalism to each guest.
- Engages with and encourages guests to participate by singing, dancing, interactive exercises and sharing exhibit meaning and stories.
- Assist guests with crafts and other interactive activities.
- Assist in café, retail, gift shop, food and beverage, events and administration.
- Follow all SLCC Policies and Procedures.
- Familiar with Public Health Officer orders around Covid-19.

#### Every Member of the SLCC Team

- 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, outside the boundaries of their job description.
- Lives the SLCC values of Passion, Empowerment, Collaboration and Equality

- Passion: Has a voice in sharing the pride of cultures; creates a sense of connection and belonging; and brings a sense of humour.
- Empowerment: Takes ownership and follows up; trusts self and each other; and openly ready to learn and grow through successes and mistakes.
- Collaboration: Works closely with team towards a common goal; acknowledges differences and draws on each other's strengths; and shares own perspective while also being curious about other's perspectives.
- Equality: We treat others as we would like to be treated, with fairness and respect.

### **What you will bring to our team (experience and attributes):**

#### **Attributes**

- 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 calm under pressure and can use critical skills for problem solving.
- Detail oriented and pays attention to the small stuff.
- Passionate about being part of a team.
- Takes direction and has good communication skills.
- Proven experience in handling multiple tasks at once.
- Comfortable presenting to a group and public speaking.

#### **Experience and Education**

- Previous experience in customer facing role an asset.
- Knowledge of Squamish or Lil'wat cultures, land, history, and people required.
- Able to work flexible schedule that may include weekends and evenings.
- May be required to stand for long periods of time.
- Prompt and ready to work at start of shift.
- Clear criminal background check required upon hire.

### **Application and Selection Process:**

Please apply by sending your cover letter and resume to [Human.Resources@SLCC.ca](mailto:Human.Resources@SLCC.ca) . Applications will be accepted up to July 7, 2021 at 5pm. We appreciate your interest and will only be contacting those

applicants moving forward in the interview process. To ensure a fair and thorough selection process, the SLCC may conduct multiple interviews.