

#SLCCWhistler



## Position Description

<b>Title:</b>	Cultural Delivery Ambassador – Casual / On Call
<b>Reporting to:</b>	Manager of IYA and Curator
<b>Hourly Wage:</b>	\$19.50/hour
<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 knowledgeable and passionate 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>	<p>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.</p> <p>The vision of the SLCC is to share our cultural knowledge to inspire understanding and respect amongst all people.</p>

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

#### Operations

- Creates cultural understanding by working collaboratively with the team 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 other areas when required.



- 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 in the spirit of inclusion.
- Passionate about being part of the team and can work independently when needed.
- Strong communication, presentation and public speaking skills.
- Detail oriented and pays attention to the small stuff.
- Ability to problem solve using critical thinking.
- Proven experience in handling multiple tasks at once.

#### Experience and Education

- Knowledge of Squamish or Lil'wat culture, land, history and people required.
- Previous experience in customer facing role an asset.
- Able to work flexible schedule that may include weekends and evenings.
- 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)
- If you are selected for an interview, there may be multiple steps in our selection. We are committed to diversity, equity and inclusion for all people and hire using these principals.

