

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

**Employee**

Employee Name (or Vacant)

**Organizational Structure**

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

**Design: Identify Job Duties and Value****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

**Job Purpose and Organizational Context**

Why the job exists:

art and antique furnishing collection. Thus, working in conjunction with a security officer during public tours, tour guides are responsible for the safe keeping of all contents. Guides will give an historical to present overview of Government House uses and events, covering activities from its opening in 1913.

Guides will be given an extensive array of resource materials and a tour `script', but will be expected to create a presentation that can be tailored to various groups (i.e.: children, seniors, dignitaries). Due to the nature and number of groups, guides must be comfortable in a variety of group settings; understanding the expectation of giving a tour to visiting dignitaries.

Guides must, in a professional manner, conduct tours of Government House, give factual accounts of historical events and visits as well as give details on art and antiques contained within. Guides are required to observe appropriate behaviour depending on group and be aware of expectations when giving a tour to visiting dignitaries.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

### **70% - TOUR GUIDING:**

In a professional manner, conduct tours of Government House. Must give factual accounts of historical events and visits as well a detail on art and antiques contained within. Must observe appropriate behaviour depending on group and be aware of expectations when giving a tour to visiting dignitaries.

### **15% - PUBLIC RELATIONS:**

Must be able to speak knowledgably about activities in the area around Government House as well as Edmonton in general. This could include giving accurate directions, hours of operation and admission costs (museum).

### **10% - SECURITY:**

Must work in conjunction with security officer to ensure opening and closing procedures are accurately followed. In addition, precautions are to be taken at all times to ensure the safekeeping of all art and fixtures in Government House.

### **5% - RECORD KEEPING:**

Must keep accurate records of tour activities including number of guests per shift and any maintenance concerns.

## Problem Solving

Typical problems solved:

The Tour Guide must be able to speak knowledgably about the subject matter and adapt the presentation to various groups to meet expectations during the tour. They must take precautions to ensure safekeeping of valuable art and fixtures in Government House.

Types of guidance available for problem solving:

The Manager of Venues is available for support and assistance as needed.

Direct or indirect impacts of decisions:

The Tour Guide - Government House has a direct impact on the visitor experience, education, and public perception of the government. They play a large role in promoting Government House while ensuring safety and compliance with regulations. Their conduct influences social and community relations.

## Key Relationships

Major stakeholders and purpose of interactions:

Guides must, in a professional manner, conduct tours of Government House, give factual accounts of historical events and visits as well as give details on art and antiques contained within.

Guides are required to observe appropriate behaviour depending on group and be aware of expectations when giving a tour to visiting dignitaries.

## Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

High school diploma with one year of related experience.

**Equivalency:** Directly related experience considered on the basis of one year of experience for one year of education.

- Must be able to speak knowledgeably about activities in the area around Government House as well as Edmonton in general. This could include giving accurate directions, hours of operation and admission costs (museum).
- Must work in conjunction with security officer to ensure opening and closing procedures are accurately followed. In addition, precautions are to be taken at all times to ensure the safekeeping of all art and fixtures in Government House
- Must keep accurate records of tour activities including number of guests per shift and any maintenance concerns.

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	Maintains positive networks and relationships.
Agility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Understands need for change and manages own emotions: <ul style="list-style-type: none"> <li>• Uses common sense and past experience to approach ambiguous problems</li> </ul>	Must be aware of audience and able to adjust presentation to meet the needs of the group.

