



Do you have exceptional knowledge of Vancouver and BC? Do you love to meet and talk to people from all over the world? Do you have a curious, outgoing and friendly personality? Is your customer service top notch? Would you welcome a variable schedule and great tourism-related opportunities?

The Vancouver Lookout is currently recruiting for the position of Guest Experience Ambassador – Tour Guide

Since 1977 the Vancouver Lookout has been one of the most iconic and recognizable landmarks in the city. The Observation Deck is situated in the heart of the city high above Vancouver and the perfect first stop on any itinerary, providing a breathtaking bird's eye view of one of the most beautiful cities in the world.

We are looking for dynamic people who have a passion for Vancouver and can offer outstanding customer service with a professional attitude. As a member of our team, you will welcome guests to our city at the Lookout while providing a 360 degree guided tour from 550 feet above. As 'conciierge in the sky', you are required to have above average knowledge of Vancouver and its surrounding areas and a drive for delivering exceptional customer service.

If you feel you can make a contribution and bring your passion for service to the Vancouver Lookout, we look forward to meeting you.

Duties:

- Welcoming visitors & exhibiting a superior customer service attitude
- Assist visitors with way finding, questions, itinerary planning throughout Vancouver and British Columbia
- Promote the Lookout at the Ticket Desk and operating the glass elevators
- Handling cash and transactions efficiently and accurately
- Selling Vancouver Lookout merchandise
- Provide fun, imaginative, and engaging guided tours of Vancouver as seen from the Lookout to groups of guests ranging from 2 to 30; coordinating with our sightseeing partners to efficiently integrate a Lookout visit into their schedule
- There may be an opportunity for students to engage in special projects, such as social media or blog writing
- Go above and beyond to provide visitors to the Lookout the most memorable experience
- Perform safety checks: walking regular circuits of the deck to ensure visitors' comfort and safety
- Ensure that the work area is kept clean and professional – light cleaning duties required
- Handle incoming calls professionally and accurately

Duties and Responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing

Personal skills

- A positive personality, with the natural ability to communicate with people
- A mature approach to work by taking ownership and responsibility
- A keen curiosity to learn and experience the tourism industry
- A commitment to teamwork and working in a fun and friendly atmosphere

Essential Qualifications and Skills

- Proven experience in a customer service role
- Fluent in English both written and oral
- Understanding of social media applications
- Second language an asset
- Knowledge of Vancouver and Metro Vancouver history, geography, and architecture
- Excellent knowledge of the arts, entertainment, tourism and hospitality in Vancouver a must
- A demonstrated proficiency and comfort level working with computers
- Previous cash handling experience
- Sales experience
- Tourism or hospitality background an asset

HOURS OF OPERATION:

- The Vancouver Lookout is open 7 days a week
- Winter Hours Oct-May 9am-9pm Summer Hours May-Oct 8:30am – 10:30pm
- You will be required to work evenings and weekends
- Rate of pay \$13.00/hr. Fitness Centre Pass, Industry perks and incentives
- Hours dependent on operational needs

Please apply with cover letter and resume to:

To: Stacey Klyne
Email: staceyklyne@vancouverlookout.com
General Manager

No Phone Calls Please

You will be contacted by our office for an interview

Vancouver Lookout at Harbour Centre
U-12- 555 West Hastings Street
Vancouver BC V6B 4N6