



SONGHEES TOURS

JOB TITLE:	Tour Guide
EMPLOYMENT TYPE:	Seasonal, Casual / Hourly
POSITION THIS JOB REPORTS TO:	General Manager
DEPARTMENT:	Tour Services
COMPANY:	Songhees Tours

1.0 POSITION OVERVIEW

At Songhees Tours, a **Tour Guide** plays an important role in sharing Songhees culture, history, and stories with visitors. They lead guided tours on foot and by canoe, welcome guests, and create a positive experience for everyone. Tour Guides help people learn about Lekwungen land, traditions, and way of life in an engaging and respectful way.

By speaking from the heart and working to create a positive customer experience, they ensure visitors gain a deeper appreciation of Indigenous culture and a positive tourism experience, all while preserving and advancing Lekwungen ways of life.

2.0 RESPONSIBILITIES

1. Leading Tours:

- Guide guests through Songhees Tours' experiences on foot, by canoe, or by other means of transport, as assigned.
- Share Songhees history, language, and traditions with tour groups in a welcoming and respectful way.
- Answer guest questions and make sure they feel comfortable and engaged.

2. Customer Service:

- Greet guests warmly and introduce them to the experience.
- Provide safety instructions and ensure all guests follow the guidelines.
- Help with guest needs, such as directions, questions, or accessibility requests.
- Act as the primary point of contact for guests during tours.
- Handle any challenges or complaints promptly and professionally.

3. Cultural and Historical Knowledge:

- Learn and share Songhees stories, traditions, and language, always speaking from the heart.
- Work with Elders and Knowledge Keepers to ensure teachings are accurate and shared respectfully.
- Continue learning about Songhees history, tourism practices, and cultural protocols.

4. Teamwork and Support:

- Work closely with the General Manager and other team members.
- Help with tour setup and cleanup, including equipment checks and safety gear.
- Maintain current safety certifications and training requirements.

3.0 COMPETENCIES

1. Skills and Competencies:

- Strong speaking and storytelling skills.



- Friendly, patient, and respectful when talking with guests.
- Ability to stay calm and handle unexpected situations.
- Willingness to learn and share Songhees culture.
- Physical ability to paddle and walk for long periods in different weather.

2. Assets (nice to have but not required):

- Experience leading tours, public speaking, or working with the public.
- Knowledge of Songhees history, language, and traditions.
- First Aid or CPR certification.
- Paddle safety or canoeing experience.

4.0 EXPECTATIONS

The Tour Guide is expected to share Songhees culture with respect and pride. They should be friendly, professional, and committed to creating a meaningful experience for guests. The Tour Guide is expected to fulfill all their duties in a manner that coincides with the cultural and core values of Songhees Nation: *Eyē? Sqā'lewen, with One Heart and One Mind, we commit to Help one another, to Forgive one another and to Love one another with Respect, Honesty and Courage.*

5.0 QUALIFICATIONS AND EXPERIENCE

- No formal education is required. Training will be provided.
- Experience in customer service, tourism, or guiding is an asset.
- Must be comfortable speaking to groups.
- Must be capable of physically demanding tours including walking and paddling.

6.0 HOURS OF WORK / CONTRACT TERM

- **Hours:** This is a casual, hourly position. Hours will vary based on season and tour bookings.
- **Contract Term:** Ongoing, based on tour demand.

7.0 WORKING CONDITIONS

- Tours take place outdoors in various locations and during all weather conditions.
- Significant walking, standing, paddling, and lifting is required.
- Canoe guides must be comfortable on the water.

8.0 REPORTING RELATIONSHIPS

Tour Guides report to the General Manager.

9.0 FINANCIAL ACCOUNTABILITIES & REPORTING

- May be responsible for handling petty cash for small purchases related to tours (e.g., snacks, supplies).
- Must keep track of any money handled and return receipts for all expenses.
- Occasionally asked to pick up supplies for tours and ensure proper documentation is provided.
- Expected to follow Songhees Tours' financial policies and report any issues to the Tour Manager.

