

Summer Tour Guide

Job Title:	Christ Church Cathedral Tour Guide
Term:	01 July – 31 August, 2023
# of Positions:	One (1)
Hours:	A minimum of 21 hours per week. Hours will include weekends, holidays and may include occasional evenings. Shift schedule to be shared between two tour guides throughout the summer.
Rate of Pay:	\$14.75 per hour
Age:	The positions are available to adults or youth 16+ years old who are legally eligible to work in Canada.

Background

Christ Church Cathedral is an Anglican community for Christian leadership, worship, and mission in the heart of Fredericton, New Brunswick. It is a venue for tourism and cultural events, and a treasured part of Fredericton's heritage. It lies at the heart of the city, on the riverside and adjacent to the Bill Thorpe Walking Bridge, and as such, receives many visitors throughout the summer. With hundreds of people choosing to visit the Cathedral each year, it is a wonderful opportunity for our guides to share the key role of our church in Fredericton's past and present.

Our tour guides provide a warm welcome and excellent hospitality to visitors and locals. Previous summer tour guides have enjoyed meeting people from around the world, learning the history of the Cathedral, and gaining experience in bilingual tourism.

Position Description

Guides are responsible for providing free tours of Christ Church Cathedral and delivering a high quality visitor experience. The role also encompasses welcoming visitors and assisting with events. Training will be provided. Candidates for this position are not restricted by religious affiliation; however, knowledge of the Anglican church would be considered an asset.

One additional summer tour guide will be hired. A returning guide will be providing training and oversight of the summer tour guide program. They work with the successful candidate, and the final schedule of work will be determined in consultation between both tour guides.

Duties and Responsibilities

- Provide a warm and friendly welcome to visitors, helping to make their experience memorable
- Share the Cathedral's story through guided tours in both official languages (French and English)
- Sell souvenirs and collect donations. Handle and count cash at the end of each shift

- Open and close the Cathedral, if required
- Ensure that all doors are locked at the end of the day
- Help to organize after a service, such as arranging books in the pews and light cleaning
- Assist with weekly concerts as an usher, handing out programs and assisting with logistical tasks as requested by the Director of Music
- Ensure the daily cleanliness and good repair of the Cathedral, reporting any issues to the Cathedral Tour Guide Supervisor
- Assist with other church-related activities as requested

Qualifications

Essential Skills

- Fluently bilingual in French and English. Able to answer questions in both official languages

Desirable Attributes

- Willingness to learn the history of the Cathedral, and enthusiasm to share the knowledge with others
- Excellent communication skills, with an ability to communicate with small groups of mixed ages in an interesting and meaningful way
- Excellent interpersonal skills and experience working with the public and volunteers
- A great team player with the ability and self-confidence to work alone when required
- Attention to detail with regard to health and safety
- Ability to deal calmly and firmly with situations that arise, including managing an evacuation in the event of an emergency
- Willingness to work flexible hours, including weekends and occasional evenings
- Previous experience working in the tourism sector
- General familiarity with the Anglican Church
- Ability to speak additional languages
- First aid certificate

Application Process

Please submit a resume and a cover letter which explains why you have applied for the position and why you feel you are a suitable candidate. Applications may be submitted by postal mail, email, or in person during office hours (9:00 a.m. – 12:00 p.m. Monday – Friday).

office@christchurchcathedral.com

Christ Church Cathedral Office
168 Church Street
Fredericton, NB E3B 4C9

Deadline for Applications

Applications must be received by June 9, 2023. Interviews will take place with selected candidates during the following two weeks, with orientation training to take place the week of June 25, 2023.