

TOWNSHIP OF RIDEAU LAKES JOB DESCRIPTION

JOB TITLE: TOUR BUS GUIDE

DEPARTMENT: RECREATION

DIRECTLY RESPONSIBLE TO: RECREATION AND VOLUNTEER COORDINATOR

INDIRECTLY RESPONSIBLE TO: MANAGER OF ADMINISTRATIVE AND COMMUNITY SERVICES

MAIN PURPOSE

Ensure a memorable experience by sharing historical facts, cultural insights, and local stories while maintaining safety and professionalism throughout the journey.

KEY RESPONSIBILITIES

- Ensure timely start and end of tours, while managing the tour schedule
- Deliver commentary about landmarks, history, and local culture.
- Ensure the comfort of passengers throughout the tour
- Communicate safety procedures and ensure passenger compliance.
- Facilitate activities by assisting with photo opportunities, restroom breaks, and group coordination.
- Maintain attendance logs, feedback forms, and incident reports if needed.
- Handle emergencies and unexpected events professionally
- Provide excellent customer service, including answering questions and handling complaints
- Assist passengers with special needs, including the elderly or those with physical disabilities

SKILLS AND KNOWLEDGE

- High school diploma or equivalent
- Strong public speaking and storytelling skills
- Friendly, outgoing personality with excellent customer service
- Knowledge of local history, geography, and attractions
- Ability to manage groups and resolve conflicts calmly
- First Aid certification (preferred)

WORKING RELATIONSHIPS

INTERNAL: Reports to Recreation and Volunteer Coordinator.

EXTERNAL: General Public

WORKING CONDITIONS

Flexible hours, including weekends, evenings, and holidays.

Outdoor work in varying weather conditions.

Interaction with the public.

Must be physically fit to perform the essential duties of the job.

Frequent interaction with the public.