

Title: Visitor Centre Tour Guide

Location: MARS Wildlife Rescue, Merville, Vancouver Island, British Columbia

Type: Full-time temporary

Schedule: Thursday to Sunday, some holiday Mondays, 7.5 hours/day

Length: 8 weeks between late April & early September 2024

Number of positions available: four

Compensation: \$18.75/hour

Closing date: When filled

Subject to funding by Canada Summer Jobs Grant

MARS Wildlife Rescue is seeking **Tour Guides** for four 8-week positions that will be scheduled from late April to September 2.

DESCRIPTION

The Tour Guide will work at MARS Wildlife Rescue Visitor Centre in support of the organization's mandate.

MARS Wildlife Rescue (MARS) is a charitable organization whose purpose is to

- Rescue, rehabilitate, and release ill, injured, orphaned or oiled wildlife
- Contribute to the knowledge and understanding of wildlife
- Educate the general public about wildlife issues
- Conserve and protect wildlife

The position offers excellent training and experience for future work in education, parks, the tourism sector, museums, galleries, or interpretive centres. Mentorship with experienced educators, guides and managers will be provided throughout the employment period.

The Tour Guide will: conduct group tours of the MARS site, providing ecological interpretation through a conservation lens. They will greet and orient guests, all the while ensuring guest and wildlife safety. Relationship building is a vital aspect of this position. Wildlife patients and bird ambassadors, contractors, volunteers, and guests all contribute to busy days at MARS Wildlife Rescue.

The successful candidate will gain hands-on experience with environmental issues and valuable insights into the sustainability goals for BC tourism. As a member of the MARS Wildlife Rescue visitor centre team, the Tour Guide will also assist with operation of the gift shop, development of specifications for displays and signage, administrative tasks, and the day-to-day centre activities.

Responsibilities

- Conduct small-group, interactive tours of the MARS site: wetlands, flight pen, ambassador

(educational) birds, and interpretive displays (outdoor and indoors) tailored for visitors of all ages and abilities. Deliver information about our wildlife hospital, patients, and local wildlife. Encourage more positive outcomes for species and habitat.

- Support the implementation of the MARS wildlife education program with supervision from the visitor centre manager and the mentorship of the education coordinator. MARS staff and volunteers work together as a team, and the Tour Guide will collaborate with staff, volunteer educators, gift shop volunteers, and ambassador bird handlers.
- Assist with planning and implementation of activities at the MARS site that are engaging, convey our messages of wildlife and habitat protection, and are compatible with the Comox Valley's diverse cultures, ages and abilities.
- Exercise leadership to ensure the safety of guests and animals on site. Ensure standards of safety (including contagion protocols) are maintained for all attendees in buildings, on trails, and surrounding the bird enclosures.
- Contribute to the team's efforts completing regular custodial duties. Ensure an exemplary visitor experience (daily cleaning of washrooms, sweeping, dusting, disposal of garbage etc.).
- Monitor and assist in reporting on program attendance and property activities for board reports including recommendations for ongoing program improvements..
- Participate in, and occasionally lead MARS Wildlife Rescue Visitor Centre team responsibilities including:
 - supporting special events
 - filing, paperwork and gift shop inventory control
 - process membership payments, sales and donations
 - assist with displays and communications material
 - outdoor site clean-up, invasive species removal, waste management
- Time and training permitted, ambassador bird demonstrations and handling.

ELIGIBILITY

This position is contingent upon the Canada Summer Jobs program. To be eligible for this funding, applicants must meet the following criteria:

- Be between 17 and 30 years of age at the start of the employment;
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment;

- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

REQUIREMENTS

- Strong interpersonal communications and storytelling skills; confident speaking to the public
- Self-starter demonstrating curiosity, problem solving, and a positive outlook
- Previous experience in customer service, public speaking, museum guiding or environmentally-oriented work is desirable
- Comfortable with cultural, physical, and social diversity
- **Must** have local accommodation (Campbell River, Comox Valley)
- **Must** have own transportation
- Valid driver's license with abstract or equivalent
- Mobile device

Application Instructions

To apply for this position, please email your resume and cover letter (as .pdf files) to info@marswildliferescue.com with your name and "Tour Guide" in the subject line. Please note that only short-listed candidates will be contacted for interviews.