



GREYHOUND CANADA
A FirstGroup plc Company
www.greyhound.ca

POSITION: TOUR GUIDE

The Greyhound running dog is one of the most-recognized brands in the world. Are you dedicated and enthusiastic with a desire to join a winning team? Being a part of Greyhound Canada, means being part of the largest ground transportation carrier in North America. This is not just a job. It's a career.

PURPOSE: To provide vocalized guided tours to our customers. To promote Gray Line and drive sales and our level of customer service.

RESPONSIBILITIES:

- Call office to verify payments for the tours.
- Direct driver to pick up and drop off locations for each tour, each day.
- Cross reference passengers to pick up sheet at pick up and drop off points.
- Respond to customer inquiries as needed.
- Conduct tour guide dialogue for passengers on Niagara tours – follow itinerary.
- Support coach operators as needed.
- Receive tickets in Niagara for Hornblower.
- Complete tour envelopes.
- Other duties as assigned.

EDUCATION:

- Certified by the Niagara Parks Commission to Tour Guide
- High School diploma

EXPERIENCE/KNOWLEDGE:

- 1-3 years customer service experience
- Travel industry knowledge preferred
- Bilingualism is an asset

WORKING CONDITIONS:

- Daily travel on bus to perform tour guide responsibilities.

Interested candidates should submit their resumes to:
<https://ca.firstgroupcareers.com/home/>

Greyhound Canada is an equal opportunity employer that welcomes a diverse workforce. We encourage applications from women, persons with a disability, aboriginal peoples, and members of a visible minority.

Greyhound Canada, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, the Canadian Human Right Act and Greyhound's Canada Accommodation Policy, will provide accommodations to applicants with disabilities during all steps of the hiring process. If selected to continue, please inform the Greyhound Canada's Human Resources staff at HR@greyhound.ca of the nature of any accommodation(s), materials and/or processes that you require to ensure your equal involvement.