



Grand Canyon Ambassador

Job Description

Overview

As a Grand Canyon Ambassador you will be a representative of one of the Seven Natural Wonders of the World. In this position you will be providing information to visitors that are awaiting a bus to take them into the Grand Canyon National Park. Your role is to provide accurate and pertinent information to visitors on their way into the Grand Canyon, including: ensuring they have the appropriate passes prior to bus arrival, understand bus schedules and routes, provide information regarding tour activities in the area, provide information on lodging, restaurants and shopping, and any other questions visitors may have.

Tasks

- Describe tour points of interest to visitors, and respond to questions.
- Provide directions and other pertinent information to visitors.
- Distribute brochures, and explain establishment processes and operations of multiple tour companies
- Learn various topics, including site history, environmental conditions, and clients' skills and abilities to help plan appropriate expeditions, instruction, and commentary.
- Solicit tour patronage and direct appropriately.
- Speak foreign languages to communicate with foreign visitors or use translation device to communicate.

Detailed Work Activities

- Provide tour and event/program information to visitors.
- Respond to visitor inquiries.
- Monitor visitor activities to identify problems or potential problems.
- Distribute resources to visitors or employees.
- Proactively greet visitors.
- Provide visitors with directions to locales or attractions.
- Explain regulations, policies, or procedures.
- Gather information in order to provide services to visitors.
- Perform administrative or clerical tasks.
- Promote tours, lodging, restaurants, or programs.
- Sell products or services.
- Track number of visitors spoken to.

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

History and Archeology — Knowledge of historical events and their causes, indicators, and effects on civilizations and cultures.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Skills

Speaking — Talking to others to convey information effectively.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Service Orientation — Actively looking for ways to help people.

Coordination — Adjusting actions in relation to others' actions.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents

Abilities

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Speech Clarity — The ability to speak clearly so others can understand you.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Speech Recognition — The ability to identify and understand the speech of another person.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Far Vision — The ability to see details at a distance.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Near Vision — The ability to see details at close range (within a few feet of the observer).



Written Comprehension — The ability to read and understand information and ideas presented in writing

Work Activities

Working Directly with the Public — Dealing directly with the public.

Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.

Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.

Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Thinking Creatively — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.

Updating and Using Relevant Knowledge — Keeping up-to-date technically and applying new knowledge to your job.

Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.

Interpreting the Meaning of Information for Others — Translating or explaining what information means and how it can be used.

Work Environment

- Exposed to weather 8 – 10 hours per day
- Ability to work in varying temperatures
- Standing
- Transportation available daily from Flagstaff

Dates of Availability:

- Funding for these positions have been provided for May – October

To apply: Send resume and cover letter to Laura.Chastain@GrandCanyonCVB.org