LEGISLATIVE ASSEMBLY of BRITISH COLUMBIA

JOB DESCRIPTION

Job Title	Tour Guide Team Lead	**Classification**	Grid Level 9
Department	Parliamentary Education Office	**Date Updated**	November 2025
Reports to	Parliamentary Tour Officer		

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

The Parliamentary Education Office (PEO) provides Members, students and educators, and the public with parliamentary education and outreach services and resources. The department manages educational programs, including the B.C. Legislative Internship Program and the B.C. Teachers' Institute on Parliamentary Democracy. The department also oversees the Parliamentary Tour Office and the Parliamentary Gift Shop and provides programs and tools to promote understanding of the work of the Assembly, the role of Members, parliamentary democracy, and the history and significance of the Parliament Buildings.

JOB SUMMARY

Reporting to the Parliamentary Tour Officer, the Tour Guide Team Lead (Team Lead) oversees weekend and statutory holiday operations of the Tour Program, including the supervision of Tour Guides and Parliamentary Players (Tour Team). The Team Lead delivers engaging and educational tours of the B.C. Parliament Buildings, highlighting provincial and national history, parliamentary processes, and architectural features. The Team Lead adapts tours to meet the needs of diverse audiences and spends significant time outdoors welcoming visitors and supporting a positive public experience.

KEY RESPONSIBILITIES

- Leads weekend and holiday tour operations, ensuring all materials (tickets, signage, screens) are prepared and ready.
- Supervises the Tour Team, ensuring punctuality, policy compliance, and professionalism.
- Assists in coordination of daily tour and play schedules, ensuring the Tour Team follows assigned times and routes.
- Supports the Tour Team in managing difficult visitor interactions, resolving complaints, and maintaining a safe, respectful environment.
- Adapts schedules in response to staffing changes or unforeseen events, following supervisory guidance.
- Monitors public areas and performance routes to address noise levels and disruptions.
- Delivers informative and engaging tours in English and ideally a second language, covering B.C. and Canadian history, parliamentary processes, and the architecture of the Parliament Buildings.

- Adapts tours for diverse audiences, including school groups, ELL students, cultural associations, and international visitors.
- Responds to visitor questions and requests with professionalism and courtesy.
- Liaises with Protective Services to proactively address security-related concerns and ensure safety of colleagues and visitors.
- Provides customer service support in the Parliamentary Gift Shop, including operating the point-of-sale system.
- Compiles and submits tour statistics and weekend reports to the Parliamentary Tour Officer.
- Collaborates with Legislative Assembly colleagues to ensure a welcoming and informative visitor experience.
- Follows all established policies, procedures, and safety protocols.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC
Deputy Clerk of the Legislative Assembly
Director, Parliamentary Education Office
Parliamentary Tour Officer
Tour Guide Team Lead

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Post-secondary education in a related program, plus previous experience as a Legislative Assembly Tour Guide and/or Parliamentary Player.
- Experience in public speaking before large audiences and/or school groups.
- Experience working in a supervisory capacity preferred.
- Fluency in a second language preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of BC's legislative processes, parliamentary history and political affairs.
- Understanding and appreciation of how to communicate effectively with visitors of different ages and cultures.
- Understanding of public education principles, concepts and methodologies.
- Excellent verbal and written communication skills.
- Excellent teamwork, leadership and organizational skills.
- Ability to communicate comfortably, with tact and diplomacy, before large audiences.
- Ability to answer, refer or act on a wide variety of enquiries in an efficient, courteous, discreet and tactful manner.
- Ability to communicate comfortably, with tact and diplomacy, before large audiences.
- Ability to problem solve and adapt to rapidly changing circumstances.
- Ability to lift and carry up to 10 kg (22 lbs) on a regular basis.