



## Delegation of the Ismaili Imam Visitor Program Guide Expectations

### Position Overview

The Delegation of the Ismaili Imam Visitor Program was first introduced in April 2009 to address the interest from the public in the architecture and activities of the Delegation, as well as supporting the mandate of the building as a space of openness, transparency, and accessibility. Since the beginning of the program, over 50,000 visitors have experienced the unique architecture of the Delegation while learning about the work of Aga Khan Foundation Canada and Aga Khan Development Network, through regularly scheduled open house hours, guided tours, and educational programming.

As a guide at the Delegation of the Ismaili Imam, individuals are the front line representative of the Delegation as well as Aga Khan Foundation Canada (AKFC), the Global Centre for Pluralism and the AKDN Diplomatic Office. The main responsibility for this position is to facilitate tours of the Delegation. In addition to the weekly visitor program, VP Guides will also act as support for programs and special events held at the Delegation. The hours will vary (depending on the event) with daytime, evening and weekend shifts (minimum of 10 hours per month). Training will be provided by AKFC.

### Roles & Responsibilities

- Leading guided tours of the Delegation of the Ismaili Imamat
- Tracking visitor attendance and demographics
- Provide front-line visitor services such as contributing to the delivery of special events, program activities
- Assisting in the greeting of a broad range of visitors from VIP guests, seniors and student groups
- Responding to visitor questions and directing them to additional resources

### Expectations

- Commitment to at least three shifts a month whether in tours or event support.
- A responsibility to be on time 30 minutes before and after the shift to disseminate new information and provide debrief.
- Being patient, polite, hospitable and courteous at all times.

### Dress Code

- No uniforms but all guides are expected to abide by the dress code and consider an attire that matches the personality of the space. (Dress code: black, white, and grey clothing)
- A name tag that is provided to you which you should wear at all times.

### Monitoring & Evaluation

- An expectation to inform staff of interesting demographics, number of visits to the Delegation, and other interesting information.
- Collect Frequently Asked Questions

To apply for this prestigious position, email [visitorprogram@akfc.ca](mailto:visitorprogram@akfc.ca) with a copy of your resume. You will be expected to attend an on-site training and practice your tour script.

NOTE: This job description is not intended to be all-inclusive. Guides may be expected to perform other related duties as negotiated to meet the ongoing needs of the organization.

