



AGA KHAN FOUNDATION  
CANADA  
An Agency of the Aga Khan Development Network  
akfc.ca



GLOBAL CENTRE FOR PLURALISM  
CENTRE MONDIAL DU PLURALISME

## Visitor Program Lead

OTTAWA, ON

### **Do you enjoy engaging and educating members of the public and have the interpersonal and organization skills to motivate volunteers?**

Aga Khan Foundation Canada (AKFC) is a non-profit international development agency, working in Asia and Africa to find sustainable solutions to the complex problems causing global poverty. Established in 1980, AKFC is a registered Canadian charity and an agency of the worldwide Aga Khan Development Network. AKFC is headquartered at the Delegation of the Ismaili Imam in Ottawa.

The Global Centre for Pluralism (GCP) is a non-profit international research centre created to advance positive responses to the challenge of living peacefully and productively together in diverse societies. The Centre serves as a global platform for comparative analysis, education and dialogue about the choices and actions that advance and sustain pluralism. GCP is headquartered in a heritage building in Ottawa.

Both sites welcome the public on a regular basis for tours and events, and provide a high quality experience for visitors. Volunteer guides deliver tours introducing each institution's work and building architecture and help in welcoming, registering, and ushering guests at public events. Visitors typically include development professionals, donors, diplomats, students, and interested members of the public.

### **The Position**

AKFC and GCP are seeking two enthusiastic, reliable and detail-oriented volunteers to help manage and maintain a high quality Visitor Program. Working closely with Public Affairs colleagues, the Operations team and volunteer guides, the Visitor Program Leads will assist with the day-to-day running of the Visitor Program and coordinate guide support for the many events held at the Delegation and GCP. This volunteer opportunity is ideal for individuals interested in expanding their existing experience in front-line service and public speaking, events coordination, volunteer management, communications, leadership and team motivation. The Visitor Program Lead may have the opportunity to participate in special training sessions and networking events, and have the opportunity to meet experts working in the international development and research and analysis sectors.

This position is part-time (approximately 8-12 hours per week) for 6-12 months with the possibility of extension and continued involvement.

### **Responsibilities**

#### *Visitor program (90%)*

- Lead and inspire a core team of volunteer guides (engagement, motivation, community building)
- Scheduling guides and confirming shifts
- Responding to guide queries and requests
- Supporting tours during Visitor Program hours: providing tours, coordinating guides, briefing and de-briefing, tours for last-minute guest arrivals

- Following up on visitor queries - including conveying any requests for additional information, resources, collateral to responsible staff members
- Assisting with monitoring and evaluation: tracking frequently asked questions, demographics, attendance numbers
- Notifying staff when tour support materials need replenished
- Assisting with volunteer guide recruitment and training: preparing and presenting training presentations, attending/coordinating training, planning and executing guide appreciation events

#### *Event Support (10%)*

- Supporting logistical preparation and execution for events: scheduling guides, staffing coat-check, setting up collateral tables, facilitating registration as needed, distributing and collecting surveys
- Providing materials to guides to prepare for events: sending background materials before-hand, briefing and debriefing guides before and after events
- Greeting guests and redirecting as required

#### **Qualifications**

- Outstanding interpersonal, communication and presentation skills
- Interest in global development and social inclusion
- Front-line/customer service experience involving face-to-face customer contact
- Tact and diplomacy (in responding to visitor inquiries and interacting with guests and VIPs)
- Experience working with and/or coordinating volunteers
- Ability to mobilize and motivate a team
- Ability to work both independently and as a member of a team
- Attention to detail
- Strong knowledge of Microsoft Excel and Word, and proficiency with Google Drive
- Part-time availability (8-12 hrs/week) and willingness to work flexible/irregular hours (in particular, evenings and Saturday afternoons)
- Experience in supporting events or exhibits an asset
- Bilingual English and French preferred, but not required
- Additional languages an asset

**Qualified candidates should submit a cover letter and resume via email copying both:**

**[volunteer@pluralism.ca](mailto:volunteer@pluralism.ca) AND [visitorprogram@akfc.net](mailto:visitorprogram@akfc.net)**

Subject line: Application – Visitor Program Lead  
 Deadline for applications is Friday, August 30<sup>th</sup>, 2019  
 Applications will be reviewed as they are received.

AKFC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. AKFC recognizes the importance of safeguarding and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, other associates and the organization as a whole are kept safe from harm. The Global Centre for Pluralism practices employment equity and encourages applications from all qualified applicants in compliance with the *Accessibility for Ontarians with Disabilities Act*. These requirements include: hiring, workplace information, talent and performance management, and communication of accessibility policies.