



<b>Title:</b>	<b>Document Control Template</b>
<b>Function:</b>	(Used as template, explained by SOP01)
<b>ID #:</b>	PD.HR.0206.05.25
<b>Approved:</b>	HR
<b>Review Date:</b>	07.May.2025

## Volunteer Role

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<b>Title:</b>	Volunteer Ambassador, Guest Services - Summer
<b>Reporting to:</b>	Manager, Guest Services and Supervisor, Guest Services
<b>Department:</b>	Whistler Olympic Park

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### Overview

Volunteer Ambassador, Guest Services – Summer, assists the team while enhancing the guest experience for park campers and day visitors. Connecting with guests is key while sharing information about Whistler Olympic Park facilities and surrounding areas. A friendly and approachable demeanor is required to ensure a positive guest experience. Exceptional customer service skills with a personable, outgoing and approachable demeanor are highly valued traits for this role.

Volunteering is based on a minimum of 40 hours per season with a commitment of ten (10) four (4) hour shifts plus training sessions. Sign up is via the on-line schedule as directed and is subject to shift availability.

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### Responsibilities

- Attend all Volunteer orientation/training sessions either online or in person as instructed
- Under the direction of the Manager and/or Supervisor, Guest Services complete tasks with WOP staff, other professionals/partners, and Volunteer Ambassadors as required
- Greet and interact with guests at information checkpoints
- Promote park summer activities; be knowledgeable about Whistler Sport Legacies programs and activities, as well as general tourism offerings in the area
- Carry out Whistler Sport Legacies' customer service philosophy: AIM (all interactions matter)
- Assist team with other duties as requested
- Reliable transportation is needed as WOP is not serviced by transit



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## Role

### *Education/Experience*

- Previous Guest Service experience preferred
- First Aid and/or CPR certification an asset
- Satisfactory Criminal Record Check required period to first shift
- Must be 18 years of age or older
- Knowledge of Whistler Olympic Park and the Callaghan Valley as well as a broad understanding of local tourism activities is an asset
- Keen and “can do” attitude
- Desire to help build a vibrant sport and recreation community within the Sea-To-Sky Corridor preferred

### *Skills*

- Strong interpersonal and communications skills
- Self-awareness of skill level and willingness to ask for help from team when required
- Willingness to assist other team members as requested
- Passion for exceptional customer service is essential

### *Physical Expectations*

- Ability to be outdoors in variable weather conditions for long periods of time
- Ability to stand, walk or hike for periods of time (2-4 hours)