



Job Description: Wicked Tour Guide

Job Title:

Wicked Tour Guide

An exciting opportunity awaits with Wicked Wine Tours. We are searching for enthusiastic, dynamic individuals who are passionate about delivering on the promise of excellence in guest service.

As a **Wicked Tour Guide**, you provide the exceptional tour experience that is the hallmark of Wicked Wine Tours. Your warm and genuine personal attention to our guests complements your knowledge of Okanagan wine and wineries, area restaurants, attractions and events. You ensure guests feel valued and unique, and leave them with an exciting, memorable impression of Wicked Wine Tours and the Okanagan Valley.

Responsibilities:

Responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and engaging guest service
- Anticipate guest needs, follow-up on requests, and ensure 100% satisfaction
- Ensure the safety and well-being of guests and colleagues by maintaining and upholding safety procedures
- Maintain excellent communication and relationships with area facilities and personnel
- Maintain excellent knowledge of Okanagan wine and wineries, local facilities and products, restaurants, attractions, events, history, etc.
- Maintain accurate tour records
- Collect guest payments
- Work shifts as business levels dictate, including weekends and holidays
- Comply with all safety regulations of assigned tasks, and ensure a clean and safe working environment
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Requirements:

- Valid CLASS 4 (Unrestricted) British Columbia Driver's License (or Canadian equivalent)
- Clean Driver's Abstract
- Proficiency in English (verbal and written), additional language(s) an asset
- Minimum TWO years' guest service experience; in a tourism, hospitality, wine, or tour guide setting an asset
- Previous experience in the wine industry an asset
- Wine-related education/certification an asset (WSET preferred)
- High School Diploma an asset
- Apple iOS, Microsoft Office knowledge an asset
- Social media management experience an asset



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Requirements (continued):

- Photography skills an asset
- Excellent written and oral communication skills
- Well-organized, positive, and self-motivated

Physical Aspects of Position (include but are not limited to):

- Frequent driving, standing and walking throughout shift
- Occasional kneeling, pushing, pulling, lifting
- Occasional ascending or descending stairs and ramps
- Occasional heavy lifting

Visa Requirements:

Applicant **MUST** be legally eligible to work in Canada

Schedule:

Full- and Part-time positions available, Seasonal (April - October)

Wage:

Hourly, gratuities

Application:

Send resume and cover letter to info@wickedwinetours.com.

ABOUT WICKED WINE TOURS

Wicked Wine Tours provides exceptional tour experiences as the premier tour operator in the Okanagan for visitors and residents. We specialize in fun, friendly, informative, and memorable wine tours, craft beer tours, and food tours. Our friendly, knowledgeable and professional staff provide an exemplary experience and inspire and educate our guests by continually enhancing our expertise, and by developing and maintaining strong relationships with area wineries and tourism partners.

We encourage you to visit our [website](#) to learn more about us!