



LEGISLATIVE ASSEMBLY OFFICE

JOB PROFILE

VISITOR SERVICES – PARLIAMENTARY SERVICES

LEGISLATURE GUIDE

February 2025

The Legislative Assembly Office (LAO) is the nonpartisan office responsible for providing support to the Speaker and to Members of the Legislative Assembly as they carry out their roles as elected representatives. The goal of Visitor Services is to increase public awareness of and engagement with the Legislative Assembly and Alberta's democratic system through public and education programs.

Reporting to the Public Programs Co-ordinator and Supervisor of Public Services, Legislature Guides are responsible for delivering public programs as well as operating the Visitor Centre, including assisting in sales at Capital Gifts.

Parliamentary Services operates in accordance with LAO policies and procedures, the Legislative Assembly Act, standing orders, and direction from the Speaker, the Members' Services Committee and the Clerk.

Responsibilities

1. As a representative of the LAO deliver a positive, professional experience for all visitors, meeting or exceeding their expectations, in accordance with LAO policies and procedures.

Activities:

- welcome visitors and project a consistently positive image as a front-line team member
- seek out and engage with guests, providing a great experience, including meaningful dialogue, to promote understanding of parliamentary procedure and promote active citizenship
- deliver structured public tour programs of the Legislature Building focused on Alberta's parliamentary history, political process and traditions of the Legislature for various audiences (general public, students, seniors, English language learners, tourists, education and tourism professionals and MLAs)
- tailor the delivery of tours and programs to visitor learning requirements
- using booking software, check in prebooked visitors and register drop-in visitors for available tours
- deliver engaging visitor experiences in the Visitor Centre, including supporting visitors in the Pehonan Theatre, Borealis Gallery, Capital Gifts and Democracy Discovery Centre, requesting support as required
- deliver engaging scheduled programming on the Legislature Grounds such as drop-in talks, demonstrations, vignettes and activities
- support sales in the Capital Gifts gift shop, demonstrating product knowledge, responding to customer inquiries, accurately processing transactions utilizing point-of-sale software, keeping in-store stock at an optimal level as well as opening and closing of the retail space when required
- operate technology utilized in Pehonan Theatre, Borealis Gallery and Democracy Discovery Centre
- help to shape and pilot new programs and initiatives, including costumed historical character presentations
- engage with visitors and deliver public programming during events such as Canada Day, Family Day, Celebrate the Season and other special events as required
- provide local tourism information as requested along with referrals to primary information sources

- utilize discretion when handling client issues, referring nonroutine situations to the supervisory and management team
 - maintain a safe environment, referring nonroutine situations to security staff
2. Support the overall operations of the LAO to ensure that goals and objectives are met in the provision of support to the Legislature.

Activities:

- assist in the delivery of events and ceremonies, acting as a representative of Parliamentary Services and the LAO while maintaining a professional demeanor and adhering to protocol
- assist in the organization and evaluation of LAO public programs, exhibit displays, conference hosting, et cetera, in the Legislature Building, Queen Elizabeth II Building, pedway or on the Legislature Grounds
- demonstrate commitment to workplace health and safety by following safe work practices and reporting work-related accidents and hazards immediately
- demonstrate support for a positive workplace culture and valued behaviors pursuant to the respectful workplace policy
- participate in services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new Members and staff
- contribute as an active team member to LAO initiatives

Scope

- services impact the public as well as MLAs, the office of the Clerk, the office of the Speaker and management and staff of the Legislative Assembly Office
- services impact the efficient operation of the unit and reflect on the LAO's nonpartisan role
- provides information to diverse groups of internal and external visitors, including school programs and the public
- utilizes professionalism, sensitivity and tact while interacting with visitors

Knowledge, Skills and Abilities

- a high school diploma and at least one year of related experience
- a commitment to delivering services in a professional, respectful and apolitical manner
- strong visitor/customer relations skills, with proven experience in communication and presenting to diverse public audiences
- demonstrated experience in active visitor engagement, specifically public speaking, guiding public or school tours, tourism delivery or similar activities
- knowledge of parliamentary process, the history of Alberta, tourism information and current events
- ability to work effectively independently without immediate access to supervisory support and within a team environment to support the goals of the unit
- ability to project a professional and efficient nonpartisan attitude in interactions with internal and external clients and a strong commitment to client service
- sound use of judgment and informed decision-making, supported by tact, diplomacy and problem-solving skills
- sound understanding of the goals and objectives of the LAO and its policies and procedures
- adaptable and flexible as relates to scheduling, including working irregular hours
- basic knowledge of professional office practices and standard software and equipment
- ability to do a generous amount of walking (mostly indoors), climbing multiple flights of stairs, standing for long periods of time (up to four hours at a time), some lifting (up to 40 lbs.) and other physical activity
- French or other second language proficiency is an asset

- current standard first aid training is an asset (training will be provided to staff)

Position Classification

Administrative Support 3 (013AS)