



CALL FOR APPLICATION FOR THE POSITION OF SENIOR GUIDE

Background:

Janjangbureh Tour Guides Association is made up of youth with a vision to conserve, protect and promote sustainable, inclusive and community-based tourism. The objective of the association is to contribute to the achievement of the Sustainable Development Goals through empowerment and shared learning whilst creating a conducive and inclusive environment for young people. Being conscious of the role that youths play in the service of humanity and development of societies and the nation at large, the association aims to work with youth and women and communities in achieving the said goals under a mandate of youth leadership.

The Janjangbureh Visitor and Information Centre (VIC) is set up through the support of the EU funded Youth Empowerment Project to offer community tourism services by providing information on things to see and do, where to stay, shop, and eat to visitors to the island and surrounding communities. In addition, the Centre will also offer a range of services including booking and reservations for community tours and activities, accommodation, gift shop, restaurant, library with a co-learning space for youth.

The Centre put great emphasis in providing quality information and efficient customer service with the understanding that the reception visitors receive at the Centre will contribute to their overall experience, and will shape their perceptions of the island town and region. The Visitor and Information Centre will also raise awareness of tourism products and services in Janjangbureh and the region as well as collect data on visitor feedback, and engagements to ensure the above objectives are being successfully realized.

The Janjangbureh Visitor and Information Centre supports the mission of the International Trade Centre and the Ministry of Tourism and Culture through the Gambia Tourism Board to commit to the ideals of responsible and sustainable tourism practices, to increase the contribution of tourism to the economy, while being cognizant of the need to continuously enhance visitor expectation.

Description of Duties/Responsibilities:

The Senior Guide will work under the direct supervision of the Visitor Center Manager and overall guidance of the Youth Centre Manager and in close collaboration with Gambia Tourism Board destination manager and members of the Janjangbureh Tour Guides Association. The Senior Guide will be responsible for the following:

- Plan and develop weekly schedules for the guides.
- Ensure all guides are familiar and up to date with the code of conduct, and information/interpretation of tour sites and activities.
- Develop itineraries in accordance with weather forecasts and the length of each tour.
- Scheduling visits and purchasing tickets to attractions, communities and other places of interest ahead of time, if required.
- Planning alternate activities in the event that cancellations, closures, or weather prohibit visitors from attending scheduled events.
- Gathering and maintaining the requisite equipment for each tour.
- Ensure guests are provided with ethical, health and safety information including the Dos and Don'ts in each community, wearables and other ethical information.
- Maintain a positive and friendly demeanor at all times.
- Identify individual guide's capacities and challenges and recommend trainings and other capacity building support.
- Work with stakeholders, experts and Centre team to develop new tour routes.

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- Schedule private and public tours as required.
- Record and report any unusual incidents or violation of safety guidelines.
- Support in the marketing and promotions of tours and activities.
- Support efforts on data collection.

Experience

- Minimum of two years' experience as a Tour Guide.
- Minimum of 1-year progressive experience in a similar role
- Experience in planning and organizing activities and events

Education:

- A minimum of a High School diploma and training in tour guiding is required.
- Recognized certificate in tour guiding, or travel and tourism will be an advantage.

Skills and Core Competences

- Capacity to stand and walk for extended periods.
- Good coaching skills.
- Adherence to prescribed safety codes.
- Excellent conversational skills with a knack for storytelling.
- Personable and humorous disposition.
- Ability to communicate in English; both written and spoken
- Outstanding organizational, time management, and improvisational skills

Language:

- Fluent in English and Wolof or Mandinka. Knowledge of other Gambian local languages is a plus.

Duration:

- 6 months (with possible extension subject to satisfactory performance)

Applicants

- Priority for this position is given to members of the Janjangbureh Tour Guides Association. Interested individuals from Janjangbureh and the surrounding with the requisite qualifications may also apply.
- The duty station for this position is Janjangbureh, Central River Region.
- All applicants should send a copy of their CV and Cover Letter via email to pngoneh@intracen.org on or before the **3rd of August 2021**.

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