



## **LEGISLATIVE ASSEMBLY OFFICE JOB PROFILE**

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### **VISITOR SERVICES – PARLIAMENTARY SERVICES EDUCATION GUIDE**

JULY 2026

The Legislative Assembly Office (LAO) supports the Speaker and Members of the Legislative Assembly (MLAs), providing nonpartisan procedural, administrative and educational services.

The Visitor Services unit under Parliamentary Services plays a significant role in support of the Legislative Assembly Office's mission to promote public awareness and engagement in the work of the Legislative Assembly. Visitor Services provides information to the public about Alberta's democratic parliamentary system through educational programming and outreach activities.

Reporting to the Education Services Coordinator under the direction of the Supervisor, Education Services, Education Guides are responsible for delivering structured daily educational tours and programs.

Parliamentary Services operates in accordance with Legislative Assembly Office 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 students and other visitors and meet or exceed their expectations, in accordance with LAO policies and procedures.

#### **Activities:**

- Deliver structured educational tours and programs for various audiences (K-12 students, early learners, seniors, English language learners, public service employees, education and tourism professionals and MLAs); tours and specialized programs focus on Alberta's parliamentary history, political process and traditions
- Welcome education program participants and educators while projecting a consistently positive image as a front-line team member and representative of the LAO
- Supervise and facilitate a positive experience for registered educational program groups attending the Visitor Centre; engage visitors in meaningful dialogue to promote understanding of parliamentary procedure and promote active citizenship
- Participate in education program review, including development and piloting of new education programs and exploration of new audiences and program formats as directed by the Education Services Coordinator and Supervisor, Education Services
- Tailor the delivery of tours and programs to visitor learning requirements
- Participate in the delivery of training components to Visitor Centre Attendants and Legislature Guides, providing mentorship and developmental guidance to trainees
- Provide local tourism information as requested along with referrals to primary information sources
- Utilize discretion when handling visitor issues, referring nonroutine situations to the supervisory and management team

2. Support the overall operations of Parliamentary Services and the LAO to ensure that goals and objectives are met in the provision of support to the Legislature.

**Activities:**

- Contribute as an active team member to LAO initiatives
- Support events such as Canada Day, Family Day and Celebrate the Season
- Assist in the delivery of public tours as and when required
- Using Zauzi tour and activity booking software, check in prebooked visitors and register drop-in visitors for available tours
- Assist with the operation of the Visitor Centre, including assistance in the Capital Gifts kiosk and gift shop locations as and when needed
- Assist in the delivery of events, acting as a representative of Parliamentary Services and the LAO while maintaining a professional demeanor and adhering to protocol for visitors to events and conferences
- Assist in the organization of LAO special projects, events or displays 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 behaviours 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
- Attend and actively engage in staff meetings
- Assist with additional duties as assigned to support the operations of the LAO

**Scope**

- Services impact the public as well as MLAs, the office of the Speaker, the office of the Clerk, management and staff of the Legislative Assembly
- Deliver on-site education programs and tours which fulfill the Visitor Services mandate and provide a positive visitor experience while at the Legislature Building, Education Centre and Visitor Centre
- Role directly impacts the efficient and effective delivery of Visitor Services programs and reflects the nonpartisan role of the LAO
- Provide information to diverse groups of internal and external visitors, including school groups
- Utilize sensitivity and tact while interacting with the public
- Decisions that fall outside guidelines or that could affect the Speaker or the LAO as a whole are referred to the Supervisor, Education Services, Manager of Visitor Services or the Executive Director of Parliamentary Services.
- Services provided impact the efficient operation of the branch and the public image of the Legislature
- Operate as a nonpartisan entity in a dynamic political environment

**Knowledge, Skills and Abilities**

- Fluency in French is considered an asset
- High school diploma and minimum of one year of relevant experience
- Knowledge of parliamentary process, the history of Alberta, tourism information and current events
- Demonstrated experience in public speaking and guiding public or school tours

- Experience with research, tour development and interpretation techniques and delivery methods
- Ability to effectively work independently, without immediate access to supervisory support and within a team environment, to support the goals of the unit
- Sound understanding of the goals and objectives of the LAO and its policies and procedures
- A commitment to delivering services in a professional, respectful and apolitical manner
- Ability to project a professional, efficient and nonpartisan attitude in interactions with internal and external clients and a strong commitment to client service
- Strong public relations skills, in particular communicating with and presenting to diverse public and school program participants
- Ability to work comfortably with various audiences of all ages, including children, K-12 students and seniors
- Sound judgment and informed decision-making, supported by tact, diplomacy and problem-solving skills
- Basic knowledge of office practices, software and equipment
- Ability to do a considerable amount of walking (indoors), some lifting and other physical activity
- The role typically requires approximately 30 hours per week, primarily Monday through Friday, with occasional fluctuations based on program needs
- Full team participation is required on special event days such as Family Day and Canada Day

**Position Classification**

Administrative Support 3 (013AS)