

Cultural Guide

Talents UAE along with Transguard Workforce Solutions, are currently recruiting a **Cultural Guide** for the Al Shindagha Museum, Dubai's latest, landmark cultural and heritage experience located within the Al Shindagha Historical District. A key part of this activation will be a team of enthusiastic and passionate Emirati & Non-Emirati museum staff to bring the project to life. We are currently looking for Cultural Guides, who will provide inspiring experiences and tell authentic stories for all our visitors at the district.

Reports To: Senior Cultural Guide/ Operational Project Manager

No. of Staff: Indirectly support project teams

Duration: 5-month initial contract with potential to be extended

Salary: Emirati 14,000 AED / non Emirati 12,500 AED per month including benefits

Our Guides will be knowledgeable and passionate about the stories we tell at the Al Shindagha Museum. You will be an excellent communicator, able to motivate and inspire visitors through the delivery of live, high quality, life-enhancing experiences that are engaging and memorable. You will interact with a wide-ranging audience including families, adults and school groups, delivering tours and active discovery sessions that will bring the museum to life for all visitors

Responsibilities

- Delivering professional guided tours, at prearranged times, which introduce the general public and school groups to the narrative of the district.
- To passionately communicate the content of the venue in an active and memorable manner, always ensuring accuracy and respect for the artefacts.
- Preparing for the delivery of tours, workshops and other educational activities- including setting up and taking down events.
- To provide world-class service on-site, through skilled hosting and engaging storytelling.
- Acting as ambassadors and the friendly face of the district
- Participating in ongoing training and personal development plans as necessary.
- To demonstrate empathy and awareness when interacting with people of diverse nationalities and backgrounds, working as an ambassador for the UAE.
- To be a confident public speaker & demonstrate good Interpersonal skills.
- To work as part of a team being social, sensitive and supportive towards your fellow team members.
- To promptly and courteously deal with queries and requests as well as welcome feedback and comments and respond as necessary.
- To contribute suggestions and ideas in order to attract the largest number of visitors to the museum.
- Work to resolve visitors' complaints and observations in a satisfactory manner and as soon as possible.
- To assist in conducting visitor satisfaction surveys.
- To maintain the visitors' safety and property and report any issues to the designated department

- Adhere to the procedures, policy and instructions of occupational safety and health, and the policy of the environmental management system applied in the authority.
- To contribute to other duties as required to support the delivery of excellent programmes at the district.

At the district, you will be part of a skilled and high-performing team, telling the stories of the area and the UAE. You will provide the warmest welcome and highest level of customer service to visitors at this outstanding cultural destination in Dubai. You will host and guide guests inside the houses, revealing the inspirational stories in each. You will share the story of Dubai in a world-class attraction and represent Emirati culture and traditions for visitors, locals and VIPs.

Skills Required-

- Imaginative, creative people who are passionate about engaging others and sharing the narrative of the district
- Reliable, punctual, professional individuals who can work in teams
- Flexibility to work according to the operational requirements which include working weekends and public holidays.
- Bilingual - English/Arabic/Chinese/Spanish/Russian/Hindi
- Tour Guiding Experience is desirable
- Customer Service Experience is desirable
- Experience working with children is desirable

Candidates can apply by submitting their application to careers@talentsuae.com by 18 November 2021.