

The Downtown London Business Association's vision is a thriving, progressive and welcoming district in the heart of the city of London. We assist our members to achieve success through promotion, programming, and advocacy with a focus on the common good of the membership by creating a vibrant and inclusive downtown where business flourishes and people are drawn to work, live, shop and explore.

The BIA is hiring three Canada Summer jobs positions as SuperGuides. They will connect and provide on the street customer service and support for downtown businesses, visitors, residents and the general public. Superguides answer questions, promote Downtown London programs and services and businesses to achieve a positive public image for London's downtown.

Duties for this position include:

- Act as an on-street ambassador and customer service agent for downtown patrons, visitors and community, answering questions regarding businesses, providing directions, and parking information, and Downtown London programs and services.
- Proactively connect with the public and promote events, programs and downtown businesses.
- Assist with the organization and delivery of Downtown London and member led events and programs.
- Create and oversee small community activations that contribute to downtown vibrancy and place-making.
- Establish and strengthen positive and proactive relationships with Downtown London Business Association members, including in-person business visits, and gathering feedback from members.
- Report issues related to safety and security, street and sidewalk cleaning, garbage pick up, property damage, graffiti, needles, infrastructure and equipment repairs, flower basket and planter maintenance.
- Assist with new member onboarding and orienting members to the services offered by Downtown London (eg. Downtown London Gift Card set up, assist with grand openings, etc.)
- Assist in the distribution and collection of Downtown London surveys, promotional materials and other assets.
- Identify new businesses, businesses that are closing and update the database.
- photography and videography of downtown attractions and events.
- Other tasks as assigned.

Essential Qualifications:

- applicants must be Canadian citizens and enrolled in a post secondary institution in order to meet the requirements of Canada Summer Jobs funding.

Skills and Abilities:

- Strong customer service experience and loves going the extra mile to ensure customers are satisfied.
- Positive, outgoing and friendly personality who enjoys connecting with people.

- Excellent communication skills and comfortable engaging with numerous people from diverse groups and backgrounds each day.
- Mature and able to work independently and as part of a team.
- Creative and ability to contribute and deliver unique downtown experiences and activations.
- Ability to navigate around the entire district (approximately 83 blocks).
- Ability to multi-task and manage multiple projects that sometimes have competing deadlines.
- Available to workdays, evenings and weekends .
- Knowledge of the downtown and Business Improvement Areas is an asset.

Additional Information:

Additional Information:

Hours 9:00am - 5:00pm Tuesday to Saturday (with occasional evenings and Sundays).

This position is for 15 weeks. May 19 to August 30, 2026 and pays a living wage of \$21.05.

Please forward all resumes to careers@downtownlondon.ca

We thank all applicants for their interest, however only selected candidates will be contacted.