

Campbell River Visitor Information Centre
2017 Visitor Services Job Posting

Summary of Position:

- **I FT 'Lead' (40 hours/wk Year-round) \$16/h** – *This position is year-round. As an employee of Destination Think! this position is contingent on the continuation of Destination Think!'s contract with the City of Campbell River, which currently extends until December 31, 2020*

Position: Lead Visitor Services Counselors

Position Term: Seasonal-full time

Hours: 40 hrs/week

Wage Rate: \$16/h

The Campbell River Visitor Centre is seeking a competent, reliable individual to join our 2017 Visitor Services team. The position of Lead Visitor Services Counselor provides a unique opportunity to act as an ambassador for Campbell River and region. Through the delivery of exemplary visitor and customer services, the Lead Visitor Services Counselor will share their passion and knowledge of Campbell River and the region with travelers', residents, and the community alike.

Successful candidate will demonstrate the following:

- Passion for sharing knowledge and information with others about local highlights, attractions, and visitor experiences Campbell River and the region has to offer
- Strong appreciation for the importance of providing exceptional customer service and will actively seek means to improve visitor services and the local experience
- An understanding that the information provided to guests varies based on individual needs and interests, and the information provided will be customized to accommodate requests
- ***Willing to work weekends in HIGH SEASON***

The Lead Visitor Counselor Roles & Responsibilities:

- Promote a meaningful visitor experience in Campbell River and region
- Support the promotion of visitor experiences for the community, region, and across the rest of the province of British Columbia
- Provide information on local accommodation, transportation, food & beverage, tourism products, services and experiences for Campbell River and region
- Promote and educate visitors about local history and heritage, community and regional highlights, parks, trails, beaches, recreational activities and outdoor adventures
- Deliver visitor services in a variety of settings: in person, over the phone, email, or on

social media platforms

- Deliver and distribute relevant travel publications, guides, brochures and itinerary
- Communicate travel updates to passengers and other pertinent information relevant to visitor experiences (BC Parks fire bans, wildlife advisory, Highway bulletins, Tourist Alerts etc.)
- Record, document, and report visitor statistics according to Destination BC guidelines
- Order & stock brochures, travel guides and retail inventory
- Competently handle monetary exchanges, cash outs
- Provide and demonstrate leadership to summer student visitor counselors
- Be an outstanding community ambassador at all times and uphold the highest standards of Visitor Services delivery
- Cashing in and out daily of the POS system, ensuring sales book are balanced daily
- Ensure general maintenance of the Visitor Centre facilities (*ie. tidiness of stock & brochures, cleanliness of work space including windows, floors, front counters and desk area and other as assigned by manager*)

Lead Visitor Counselor Job Expectations

- Express a strong interest in the tourism/hospitality industry
- Have previous experience providing visitor and customer services within the tourism industry or relevant field
- Dedicated to the delivery of outstanding customer service
- Exhibit strong communication skills, both written and verbal
- Provide visitor services and information to guests, in both one-on-one and group settings
- Capable of working constructively, independently as well as in a team setting
- Able to adapt to a changing work environment, and thrive in challenging, fast-paced work environments
- Demonstrate knowledge of Campbell River and region
- Computer skills, using Outlook, Excel, Word, Power Point, comprehensive web browsing abilities and experience with POS systems
- Experienced with cash-handling procedures
- Friendly in nature, outgoing
- Responsible, reliable, punctual, and provide own transportation

Please email resume and cover letter by 4:00pm Monday May 22, 2017

campbellriver@destinationthink.com

Re: Lead Visitor Services Counselor

Shortlisted applicants will be contacted. The deadline may close early due to high volume of applications.