

SUMMER STUDENT JOB POSTING 2019
Job Description- Visitor Information Counsellor
Deadline to apply April 17, 2019

The Williams Lake & District Visitor Center is inviting applications from high school or full time university/collage students for summer employment.

The role of Visitor Information Counsellor is to maximize the economic benefits of tourism by promoting products and services to generate increased tourism revenue in the community & region. Maintaining and building upon existing relationships is important to us, and the ideal candidate will assist us in expanding on this. In the summer months, we enjoy visitors from all over the world who bring with them a diverse group of languages and cultures. It is fun and fascinating.

Specifically:

- Provide accurate information on tourism products and services based on visitors requests regarding destinations, transportation, accommodations, options, and costs, etc.
- Assist visitor inquiries in person, by phone, email and in person, and ensure visitor understanding of the information provided.
- Promote and sell local & regional tourism products and services.
- Maintain brochure racks are fully stocked and resources are accurate and up-to-date
- Gather and record accurate visitor statistics and complete week/monthly/season reports of statistics and tasks
- Post current event information of interests to visitors and locals
- Opening and closing duties
- Creating and maintaining a Williams Lake Fact binder
- Stock and sell retail merchandise and handle cash transactions
- Maintain inventory control
- General housekeeping and janitorial tasks
- Provide mobile visitor services around the area throughout the season

Qualification/Personal Suitability:

- Be energetic, friendly, patient, approachable, confident, and outgoing with a positive attitude; and provide superior customer service;
- Work well independently and in a small team;
- Have great communication and time management skills; be detail oriented and organized;
- Must be computer literate with a working knowledge of social media tools
- Knowledge of a second language and a valid driver's licence an asset but not required
- Be hard working and committed;
- Multi-task and work well under pressure.
- Must be flexible to work a variety of shifts including **weekends , holidays**, weekdays and evenings.
- SuperHost Fundamentals, Visitor Information Counsellor Certificate or National Certification an asset

Williams Lake & District Visitor Centre is committed to upholding the values of equity, diversity, and inclusion in our living, learning and work environments.