



JOB POSTING

Visitor Information Counsellor

The District of Wells is seeking a Visitor Information Counsellor to act as the first welcome and greeting of visitors to the Wells area.

A Visitor Information Counsellor holds an important role within our community; to be an ambassador for the Wells area. As a Visitor Information Counsellor you will identify visitor needs, offer information, and sell tourism products and services. Visitor Information Counsellors have a direct impact on the visitor's impression of not only the Wells area but the entire province of British Columbia, enlightening them on different experiences locally and providing guidance as they continue their journey into other parts of the province. In this position you will receive Destination BC Visitor Centre training and have the opportunity to be paid to enjoy and explore some of the tourism experiences in the area.

Responsibilities

- Identify information needs in support of visitor requests.
- Provide accurate information to visitors regarding destinations, transportation, accommodation, options, and costs, and suggest suitable products in the community, region or province via mail, phone, email and in person.
- Post current information of interest to visitors such as travel alerts, road and weather reports.
- Assist individuals or groups to organize vacation/travel plans.
- Promote and sell tourism products and services.
- Make accommodation, transportation, and guided trip reservations.
- Distribute promotional materials.
- Gather and record statistical information related to each visitor party.
- Maintain brochure racks and ensure adequate inventory is always on hand.
- Aid in maintaining a clean, sanitized, organized and welcoming visitor centre.
- Comply with professional dress code and grooming standards.
- Follow all Standard Operating Procedures as outlined for the Visitor Centre
- Participate in FAM tours.
- Perform other tasks as required.

Qualifications:

- Excellent communication skills.
- Excellent customer service and organizational skills.
- Able to demonstrate initiative and be resourceful.
- A team player who is able to work independently.
- Knowledge of attractions, events, tourism products/services in the local area.
- Current computer skills.
- Sensitivity to other cultures.
- Outgoing, friendly, welcoming demeanor.
- Ability to respond to emergency situations in the community or regionally in a positive, accurate, timely manner.
- Experience in the tourism industry would be beneficial.
- Some evenings, weekends, and holiday work may be required.
- Knowledge of a second language would be an asset, but not required.

Hourly Wage:

\$20.00-25.00 experience dependent, plus 4% in lieu of Vacation

Employment period:

Middle of June to End of August

Job Application Process:

Please submit your cover letter and resume to Sarah Brown by email sarahbrown@wells.ca or drop off at the Wells District Office by April 26, 2024.