



District of Wells

Visitor Information Centre Customer Service Superhero!

The District of Wells is currently searching for hardworking, friendly Customer Service Superheroes who are Superior in Customer Service. There are 3 Seasonal position openings available, one (1) full-time and (2) part-time positions commencing mid-May 2021 until September/October 2021.

He/she will work with the Chief Administrative Officer to oversee the entire operational functions of the onsite Visitor Centre. He/she is the first contact for visitors and must welcome with enthusiasm and good humour. He/she will also track visitor statistics. This individual will have had experience in reporting documents and statistics or be willing to train in such. He/she will liaise with other site services (Lakeshore play and Maintenance) to ensure all visitors have a memorable experience while visiting the site.

Supervision

The Visitor Centre Superheroes will report directly to the Chief Administrative Officer. They will be mentored through regular contact, supervision, hands on training and performance feedback. Customer service training will be conducted at the beginning of the season, as well as ongoing team building, problem solving and conflict resolution.

Successful candidates will demonstrate the following:

- Passion for sharing knowledge and information with others about local highlights, attractions, and visitor experiences Wells 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 customised to accommodate requests
- An enthusiasm for outdoor activities, event participation and working with the public.
- Willing to work weekends and statutory holidays
- Super Host Certification and previous work experience in working at a Visitor Information Centre an asset.

Please apply to **Attention: Donna** at admin1@wells.ca or apply at the District office located at 4243 Sanders Avenue, Wells, BC before 4:00pm Friday April 9, 2021.

The Visitor Counsellor Roles & Responsibilities:

- Promote a meaningful visitor experience in Campbell River and the Strathcona region
- 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 (one on one or group settings), exchanges 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 Tourism BC guidelines
- Competently handle monetary exchanges, cash outs
- Be an outstanding community ambassador at all times and uphold the highest standards of Visitor Services delivery
- 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)

Visitor Counsellor Job Expectations:

- Express a strong interest in the tourism/hospitality industry OR be enrolled in a diploma/certificate program OR 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 the Strathcona region
- Friendly in nature, outgoing, likes public event participation
- Responsible, reliable, punctual