



Position Title: Visitor Services Counsellor

Job Location: Campbell River

Job Region: Vancouver Island - North

Job Description:

The Campbell River Visitor Centre is seeking enthusiastic, efficient and reliable individuals to join our 2019 Visitor Services team. The position of Visitor Services Counsellor provides a unique opportunity to act as ambassadors for Campbell River and region. Through the delivery of exemplary visitor and customer services, the Visitor Services Counsellors will be immersed in the tourism industry, working with stakeholders, businesses and the public, sharing your passion and knowledge of Campbell River and the region with travellers, residents, and the community alike.

- Promote a meaningful visitor experience in Campbell River and the 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 (one on one or group settings), exchanges over the phone, email, or on social media platforms
- 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, daily retail sales, cash outs, various POS systems
- 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)

Willingness to work weekends as well as Stat Holidays a must

Administration:
Suite 100 – 401 11th Ave
Campbell River, BC
V9W 4G2

Visitor Services:
1235 Shoppers Row
Campbell River, BC
V9W 2C7
Tel: 250.286.6901
Toll Free: 1.877.286.5705



Job Requirements:

- 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 region
 - Friendly in nature, outgoing
 - Responsible, reliable, punctual
- Ability to speak a second language a bonus, not mandatory

Please email resume and cover letter with references by 4:00 pm April 19, 2019

Attn: Visitor Services Manager
Re: Visitor Services Counsellor
angela@destinationthink.com

Shortlisted applicants will be contacted. Thank you for your interest.

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