

VOLUNTEER OPPORTUNITY – BOLD STREET TEAM MEMBER

The Tourism Kamloops team promotes Kamloops as an attractive, affordable and accessible getaway for outdoor enthusiasts, families, athletes and weekend warriors. We lead innovative strategies to promote Kamloops as a valued destination.

We're looking for volunteers who are passionate about Kamloops.

Do you love to engage with people? Do you have a passion for events? Do you want to explore different lakes, parks, and attractions across Kamloops? If so, we invite you to apply to join our Bold Street Team.

Posting Date: January 6, 2020

Location(s): Across Kamloops

Responsibilities:

- Talk to visitors and community members to promote Kamloops
- Identify visitor needs and provide accurate information including advice for transportation, accommodation, attractions, events
- Conduct surveys at various locations and events across Kamloops
- Be a passionate ambassador of the Kamloops area
- Encourage new and return visits to our community, region, and province
- Engage with visitors by answering inquiries and providing assistance
- Answer inquiries via phone, Facetime, email and in-person
- Complete pedestrian counts at events
- Ability to work outdoors for 4 hours in all weather conditions

Knowledge, Skills and Abilities:

- Passionate about local and regional attractions, activities and events
- Comfortable navigating websites such as: Tourism Kamloops, Hello BC, Drive BC, Wildfire BC, Google Maps, etc.
- Comfortable using a laptop, smart phone, or tablet
- Excellent customer service and organizational skills
- Outgoing, friendly and welcoming
- Able to work in a fast-paced environment/take initiative in slow times

Qualifications:

- Outgoing and strong communication skills
- Be accepting to people of all ages, genders, ethnicities, abilities, and walks of life
- Live in the Kamloops area
- Required to complete the Bold Street Team Training Program within 6 weeks

- Required to sign up for a minimum of 50 hours per calendar year.
- Valid Criminal Record Check must be submitted with application
- Class 5 Driver's License an asset

Benefits:

- Complimentary training including: SuperHost Destination Ambassador, Tourism Visitor Information Counsellor, SuperHost Foundations of Service Quality
- Flexible shifts that fit your schedule
- Behind the scenes opportunities at local attractions and events
- Complimentary Tourism Kamloops clothing (t-shirts, toques, etc.)
- Opportunity to gain experience with Tourism Kamloops' Destination Development, Research, or Visitor Services departments.

How to Apply:

Please send the following to the Visitor + Stakeholder Liaison at angie@tourismkamloops.com:

- Valid Criminal Record Check
- Resume
- Availability
- Accessibility considerations
- Short paragraph explaining what you like to get up to on weekends in Kamloops.

Tourism Kamloops' environment and culture promotes flexibility for thoughtful, purposeful, and innovative work. Opportunities for project-based work outside the scope of this job description may occur and is encouraged should it feed your passions, interests and facilitate ongoing workplace learning.

