

• SUMMER EMPLOYMENT OPPORTUNITY •

JOIN THE

BOLD

STREET TEAM

Tourism Kamloops
Visitor Experience Ambassador

closing date: March 31, 2024
position: Full Time. 30 - 37 hours/week
reporting to: Visitor Experience Specialist

The mobile BOLD Street Team, which is made up of our Visitor Experience Ambassadors, promotes Kamloops attractions, sports tournaments, and cultural events. Our team answers visitor questions, visits local accommodations to drop-off maps & brochures, pops up at events – and a heck of a lot more.

We are hiring BOLD Street Team Members who are passionate about Kamloops and supporting remarkable visitor experiences. If you can recommend a top-notch hiking trail, explain how to grab tickets for an upcoming event, or read a map upside down, we'd love to hear from you.

Tourism Kamloops is an equal opportunity employer. Our team and our visitors come from all walks of life and so do you. We believe that diversity and unity amongst our teams leads to remarkable visitor experiences.

start date:
May 6, 2024

end date:
September 2, 2023
(Subject to change)

hours of operation:

7 days per week:
7:00am-10:00pm
7 hour shifts - Approx 35 hours
per week

primary location:
Various locations around
Kamloops

secondary locations:
Tourism Kamloops Office

perks of the job

- ▶ **\$20/hour wage**
- ▶ Working alongside kick-ass humans
- ▶ Incentives for meeting goals & working hard (hello, free event tickets!)
- ▶ Letter of recommendation provided for team members who work the entire season
- ▶ Behind the scenes at local events and attractions

you will

- Identify visitor needs and provide accurate visitor information including advice for directions, accommodation, and events in a friendly & timely manner
- Set up the pop-up visitor centre at various locations in spring & summer
- Teams will walk in high-traffic areas throughout Kamloops to provide recommendations and inspire unique experiences
- Work outside for the majority of shifts
- Carry out visitor surveys and collect data (visitor origin, information requested, nights in community, etc.)
- Engage with potential visitors through phone, email, and social platforms in a creative & hospitable manner
- Proactively communicate with other visitor servicing teams across BC for tear map and vacation guide distribution
- Provide presentations to large groups that include visitor information, stories and recommendations
- Visit local tourism partners to provide resources (maps, brochures, etc.) and identify stakeholder needs
- Submit monthly statistics to Destination British Columbia
- Collaborate with team-members by providing constructive feedback & new ideas for visitor servicing
- Support the marketing team as needed with content creation through filming events and experiences for Instagram Reels, as well as helping foster new ideas for content creation
- Work alongside our volunteer visitor ambassador team, providing support and mentorship as needed
- Support other departments with administrative tasks as required

you have

- Excellent customer service skills or visitor servicing experience
- Strong digital communication skills and comfortable navigating Microsoft Outlook and Google Drive
- Out-of-the-box creativity for content creation
- Confidence asking for additional support, training, and clarification
- Self-awareness to work in a fast-paced environment & take initiative in slow times
- Strong knowledge of local attractions and events

you are

- Preference given to applicants that meet Canada Summer Jobs requirements and are between 15 and 30 years of age
- Class 5 driver's license with a clean drivers abstract.
- Must have a valid Social Insurance Number and be legally entitled to work in Canada
- Available to work on weekends and a minimum of 2 statutory holidays

we will provide

- Industry Familiarization Tour
- SuperHost Destination Ambassador certification
- SuperHost Service for All certification
- Destination BC's Visitor Services Basics certification

kamloops
BOLDLY UNSCRIPTED

sound like you?

Please send the following to meghan@tourismkamloops.com with the email subject line: *Visitor Experience Ambassador Opportunity*

- Video resume OR cover letter & resume explaining why you're a top-notch hire
- Availability from May - September
- Accessibility considerations