



## **TOURISM KAMLOOPS – BOLD STREET TEAM MEMBER**

Employment Opportunity

**Posting Date:** February 6, 2020

**Closing Date:** February 28, 2020

**Reporting to:** Visitor + Stakeholder Liaison

**Primary Locations:** Kamloops Visitor Centre

**Secondary Locations:** Kamloops Airport; Riverside Park; City of Kamloops Nature Parks; Hotels & motels

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

We're hiring one Bold Street Team Member who is passionate about Kamloops. Do you love to engage with people? Do you have a passion for exploring our trails and attending local festivals? If so, we invite you to apply to join our Visitor Experience team.

**Positions:** Part time position, February-May 2020

Part Time: 10-20 hours/week

### **Visitor Servicing Hours of Operation**

Monday-Friday: 8:30am-9:00pm

Saturday-Sunday: 8:00am-9:00pm

Statutory Holidays: 0800am-9:00pm

**Start Date:** March 1, 2020

**End Date:** May 1, 2020

### **Responsibilities:**

- Support the Visitor + Stakeholder Liaison with administrative tasks and operations of the Kamloops Visitor Centre
- Assist with Luv'n the Loops event planning & associated administrative tasks
- Collaborate with the Visitor + Stakeholder Liaison to oversee the BOLD Street Team
- Assist in the recruitment and onboarding of BOLD Street Team volunteers
- Plan BOLD Street Team appreciation events
- Create and send out monthly volunteer schedules
- Assign responsibilities for the BOLD Street Team for special events
- Update records of BOLD Street Team attendance and activities in Microsoft Excel
- Answer inquiries via phone, email, and in person
- Record statistical information related to visitors
- Conduct visitor surveys at various parks & venues
- Identify visitor needs and provide accurate visitor information including advice for transportation, accommodation, attractions, events
- Encourage new and return visits to our community, region, and province

## Knowledge, Skills and Abilities:

- Excellent project management and organizational skills
- Experiencing managing events and/or volunteer groups
- Strong knowledge of local and regional attractions, activities and events
- Strong intercultural communication skills
- 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 service recovery skills
- Outgoing, friendly and welcoming
- Able to work in a fast-paced environment/take initiative in slow times

## Qualifications:

- Class 5 driver's license and access to vehicle/public transportation
- Clear drivers abstract
- Completed at least 2 years of a university or college program
- Must have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada
- Must hold a valid Visitor Information Counselor Training (VICT) certificate or successfully
- SuperHost Foundations of Service Quality an asset

**Wage:** \$15/hour

## How to Apply:

Please send the following to the Visitor + Stakeholder Liaison at [angie@tourismkamloops.com](mailto:angie@tourismkamloops.com) with the email subject line: Bold Street Team Opportunity

- Cover letter & resume
- Availability
- Accessibility considerations

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.