



TOURISM KAMLOOPS - VISITOR EXPERIENCE AMBASSADOR

Summer Employment Opportunity

Posting Date: January 17, 2019

Closing Date: March 15, 2019

Reporting to: Visitor + Stakeholder Liaison

Primary Location: 1290 West Trans Canada Hwy Kamloops, BC

Secondary Locations: Kamloops & area

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 local Visitor Experience Ambassadors who are passionate about Kamloops. Do you love to engage with people? Do you have a passion for getting out and exploring our trails and attending local festivals? If so, we invite you to apply to join our Visitor Experience team at the Kamloops Visitor Centre.

Position: Seasonal position, May 1 – September 1

Full time: 30-40 hours/work

Possibility of part-time work: 15-30 hours/week

Visitor Centre Hours of Operation: Monday - Friday 8:30am-6:00pm
Saturday - Sunday 9:00am-5:00pm
(Subject to change)

Start Date: May 1, 2019 (Tentative)

Responsibilities:

- Identify visitor needs and provide accurate visitor information including advice for transportation, accommodation, attractions, events
- Answer inquiries via mail, phone, email, and in person
- Promote and sell tourism attractions and services
- Encourage new and return visits to our community, region, and province
- Support retail sales in the Visitor Centre gift shop
- Gather and record statistical information related to visitors
- Connect with Visitor Centres across British Columbia as needed
- Review hotel and activity lists and update as necessary
- Perform other administrative tasks as required, such as data entry and inventory
- Conduct surveys at various outdoor event venues
- Supporting the Marketing Team and Destination Development teams with administrative tasks as required
- Assist team and visitors with innovation and technology tools as they relate to visitor experience

- Participate in visitor intercept and event activities

Knowledge, Skills and Abilities:

- Preference given to bilingual and/or multilingual candidates
- Strong knowledge of local and regional attractions, activities and events
- Strong intercultural communication skills
- Comfortable navigating websites belonging to: Tourism Kamloops; Hello BC; Drive BC; BC Parks; BC Ferries; Parks Canada; Avalanche Canada; etc.
- Excellent customer service and organizational skills
- Outgoing, friendly and welcoming
- Able to work in a fast-paced environment/take initiative in slow times
- Cashier experience an asset

Qualifications:

- Preference given to those with a background in tourism and/or marketing
- Completed at least 1 year of a university or college program
- Be between 15 and 30 years of age at the start of employment (Government of Canada grant qualifications)
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred
- 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 complete the Program within 15 days, provided by Tourism Kamloops upon employment
- SuperHost Fundamentals an asset
- Class 5 driver's license and access to vehicle

Wage: \$15.00/hour

Please submit a cover letter and your resume to: angie@tourismkamloops.com

Email subject line: Summer Employment

We wish to thank all applicants. Only those who fit the criteria will be contacted for an interview.

