



Volunteer Visitor Ambassador Job Posting

Position: Volunteer Visitor Ambassador

Reporting to: Visitor Experience Coordinator

Application Closing Date: November 30, 2022

Start Date: January 1, 2023

End Date: Ongoing (subject to change)

Hours of Operation: 4-20 hours per month (minimum 4 hour per month commitment required)

Primary Location: Various locations around Kamloops

Secondary Location: Tourism Kamloops Office

Our Visitor Ambassadors promote Kamloops attractions, sports tournaments, and cultural events. Our team answers visitor questions, pops up at events – and a heck of a lot more. We are looking for ten volunteers 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. Our team and visitors come from all walks of life, and so do you. We believe that diversity and unity amongst our teams lead to remarkable visitor experiences.

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 around Kamloops
- Work both inside and outside depending on the event
- Carry out visitor surveys and collect data (visitor origin, information requested, nights in community, etc.)
- Collaborate with team members by providing constructive feedback & new ideas for visitor servicing

You Have:

- Excellent customer service skills
- Confidence in asking for additional support, training, and clarification
- Self-awareness to work in a fast-paced environment and take initiative in slow times
- Strong knowledge of local attractions and events
- Availability to volunteer at events on evenings, weekends and statutory holidays
- Availability to attend free monthly tours of local attractions
- Access to a vehicle preferred

We Will Provide:

- The opportunity to work with a fun and awesome team and be part of a vibrant tourism economy in Kamloops!
- Fun events to attend and the opportunity to try out local tourism products for free with the entire volunteer team once a month (aka Humpday Hooligans)
- Industry Familiarization Tour



- SuperHost Destination Ambassador certification
- SuperHost Service for All certification
- Destination BC's Visitor Services Basics certification
- Tourism Kamloops branded uniform
- Recommendation letter
- Additional ongoing learning opportunities

Contact:

Please fill out the following application before **November 30th**: [Tourism Kamloops Volunteer Application \(google.com\)](#)

Once your application is completed, please send an introductory email to amyu@tourismkamloops.com with the email subject line: *Volunteer Visitor Ambassador Opportunity*

TOURISMKAMLOOPS.COM