



## **Community Specialist**

### **Part Time Hourly**

#### **Who We Are**

Tourism Kelowna is the Okanagan Valley's leading destination marketing and management organization. Our talented staff and volunteers support a visitor economy that attracts 2 million visitors annually, generating 13,000 jobs and \$2.4 billion in economic impact for Kelowna and its neighbouring communities. Named the fastest-growing city in Canada, Kelowna is quickly becoming Canada's favorite four-season travel destination.

#### **What You'll Do**

As a Visitor Services Representative, you will be the face of Kelowna, providing exceptional service to visitors and residents at the Kelowna Visitor Centre. Your goal is to promote the destination by offering tailored activity recommendations, encouraging longer stays, and increasing local spending—all while creating a welcoming and memorable experience.

The successful applicant will have the following key responsibilities:

- Greet and assist visitors and residents by providing accurate information on attractions, accommodations, events and activities.
- Respond to inquiries via phone, email, LiveChat, Simpleview and other digital platforms.
- Support retail operations, including sales, restocking, and inventory management.
- Maintain cleanliness and organization of visitor centre location.
- Update and manage the online events calendar and digital signage.
- Assist with stakeholder relations, callouts, audits, and brochure orders.
- Collect and report visitor statistics in alignment with Destination BC and Tourism Kelowna guidelines.
- Attend staff meetings, training sessions, and familiarization tours.
- Perform other duties as assigned.

#### **What We're Looking For**

- Excellent interpersonal and communication skills (verbal, written, and telephone).
- Strong organizational skills and the ability to work well under pressure.
- A friendly, professional demeanor with a passion for showcasing our city and region.
- Proficiency in using computers and online research tools.
- In-depth knowledge of Kelowna, the Okanagan Valley, and British Columbia's tourism offerings.
- Ability to assist with moving materials, such as brochures or merchandise (accommodations available as needed).
- A Class 5 driver's license and/or fluency in a second language are assets.

## **Qualifications & Experience**

- Minimum of a secondary school diploma.
- Customer service experience (including retail, hospitality, or volunteer roles).
- Completion of Destination BC's Tourism Visitor Information Counsellor (TVIC) training (provided within a specified timeframe).

## **Reporting & Work Structure**

- Part-time/full-time hourly position
- Report to Manager of Community & Visitor Engagement
- Work may be required at multiple locations, including the Kelowna Visitor Centre, and different mobile sites for local events.

## **What We Offer**

- \$18.50 hourly rate
- Opportunity to connect visitors with one of Canada's most beautiful and beloved destinations.
- Collaborative work environment with a passionate team.
- Work with a values-based organization: Purposeful, Forward-Thinking, Welcoming, Nurturing, and Authentic.

## **How To Apply**

Tourism Kelowna is an equal-opportunity employer and values diversity in our workforce. Submit your resume and cover letter detailing your relevant experience and vision for this role to [careers@tourismkelowna.com](mailto:careers@tourismkelowna.com)