



Lake Country Community Specialist

Part Time Hourly Summer 2025

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.

As a Mobile Visitor Services Representative, you will be the face of Lake Country's tourism experience. Your role is to promote local attractions & events, encourage longer stays, and enhance visitor engagement. You'll be out in the community—at high-traffic locations and events—offering valuable recommendations to visitors and residents alike.

What You'll Do

- Welcome and assist visitors, providing accurate and engaging information about Lake Country and the surrounding area.
- Set up, operate, and take down the mobile visitor services station at various locations.
- Maintain an exceptional level of customer service, ensuring visitors leave with a positive impression.
- Handle visitor inquiries via phone, email, LiveChat, and other communication platforms.
- Manage sales, restocking, and inventory of retail, consignment, and ticket options.
- Keep brochures and promotional materials stocked and organized.
- Update the online events calendar with Lake Country-specific events.
- Collect, compile, and report visitor data following Destination BC and Tourism Kelowna guidelines.
- Represent the community in a professional manner by adhering to dress codes and customer service standards.
- Attend training sessions, site visits, and product knowledge meetings to stay informed.
- Build and maintain positive relationships with local businesses and tourism stakeholders.

What We're Looking For

- Strong interpersonal and communication skills (verbal, written, and telephone).
- A customer-focused attitude with enthusiasm for promoting the community.
- Ability to work independently and take initiative.
- Knowledge of Lake Country, Kelowna, the Okanagan Valley, and BC tourism opportunities.
- Proficiency in basic computer skills and internet research.
- Ability to set up and operate mobile servicing equipment (bicycles, tents, displays).
- Comfortable lifting and maneuvering 30 lb. boxes, a 10x10 tent, and other equipment.
- A valid Class 5 driver's license is an asset.
- Fluency in a second language is an asset.
- Living in Lake Country is an asset

Qualifications & Experience

- Previous experience in customer service, tourism, or hospitality is preferred.
- Volunteer or work experience in roles requiring strong interpersonal skills.
- Minimum of secondary school education (or equivalent).
- Completion of the Destination BC Tourism Visitor Information Counsellor Training (TVIC) (provided upon hiring).

Reporting & Work Structure

- Reports to the Manager of Community & Visitor Engagement
- Part-time hourly position

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