

Visitor Experience Coordinator

Join Tourism Kelowna's Visitor Experience team, become part of Central Okanagan's vibrant tourism industry, and help visitors from across Canada and the world experience and enjoy our community. Reporting to Visitor Experience Operations, the position of Visitor Experience Coordinator is a key resource in delivering Visitor Services initiatives and activities, using exceptional customer service skills to encourage bookings, generate longer stays, increase attraction visitation, increase local spending, and encourage return visits. Tourism Kelowna is searching for a vibrant, customer-focused individual. Shifts will vary and will include evenings, weekends, and weekdays.

The successful applicant will have the following key responsibilities:

- Assist Visitor Experience, Operations with general administration duties such as organization of familiarization tours, staff meetings, and events;
- Coordinate Tourism Kelowna's retail program including monthly inventory reports, product ordering, merchandising, and storefront restocking;
- Provide a superior level of service to the public entering the building;
- Act as a shift supervisor on weekends, holidays, and when management is out-of-office;
- Coordinate the working relationship with Tourism Kelowna's retail partners and vendors;
- Work to expand awareness of Love for Kelowna brand by wholesaling and consigning products to local shops and companies;
- Work to determine required order quantities for new products and re-orders and to explore new, leading retail products for sale and consideration;
- Update the loveforkelowna.com online retail store and social media, working with the Marketing and Communications team to promote, market, and advertise these sales channels;
- Create and deliver a yearly calendar of activations utilizing retail and community partners to help drive traffic to the Kelowna Visitor Centre;
- Administer and maintain Tourism Kelowna's ticketing systems including training, and reconciliation;

Desired Skillset

- The ideal candidate will be a self-starter, very well organized, and thrive in a fast-paced environment;
- Minimum 2 years of customer service experience;
- Administrative assistant or business operations experience preferred;
- Experience working within the tourism and hospitality industry is preferred;
- A university degree or diploma in Tourism or related field is an asset;

Applicants must have a valid class 5 driver's license with a clean driving record.

To apply, send your cover letter and resume to: sydney@tourismkelowna.com with the subject: Full-Time Visitor Experience Coordinator.