

Visitor Experience, Service & Retail

As the lead destination marketing organization for the Central Okanagan, Tourism Kelowna works on behalf of 400 local businesses and an entire tourism community to generate overnight visitor demand that economically benefits Kelowna and its surrounding areas.

Join Tourism Kelowna's Visitor Experience team, become part of Central Okanagan's vibrant tourism industry, and help visitors from North America and the world experience and enjoy our destination. Reporting to Visitor Experience Operations, the position of Visitor Experience, Service & Retail 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 to join its Visitor Centre team in the position of full-time Visitor Experience Service & Retail. Shifts will vary and may include evenings, weekends, and weekdays.

The successful applicant will have the following key responsibilities:

- Collect, compile, and report statistical information from two Visitor Centre and mobile locations in accordance with Destination BC and Tourism Kelowna guidelines and consolidate into peak period, monthly and yearly reports;
- Co-ordinate Tourism Kelowna's retail program including quarterly inventory reports, product ordering, and storefront restocking;
- Administer and maintain Tourism Kelowna's ticketing systems including training, and reconciliation;
- Assist in the research, implementation, and support of Tourism Kelowna's IT programs, equipment, and software;
- Create and administer a visitor inquiry follow-up program utilizing Simpleview CRM;
- Oversee the sales, updating, and maintenance of digital signage in the downtown visitor centre and airport kiosk locations;
- Coach and inspire Visitor Experience hourly staff and volunteers to deliver the best experience possible in all facets of visitor servicing.

Work Experience

- Minimum of 5 years customer service required;
- Managerial and business operations experience preferred;
- Experience working within the tourism and hospitality industry is an asset.

Education:

- Minimum of a university degree or diploma in Tourism or related field.

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

To apply, send your cover letter and resume to: morgan@tourismkelowna.com with the subject: Full-Time Visitor Experience, Service & Retail Application.