

## Tourism Visitor Information Counsellor: Pender Harbour Team Lead



**Application Closing Date:** May 1, 2024

**Location:** Pender Harbour Visitor Info Booth (12992 Madeira Park Rd, Madeira Park)

**Start date:** Flexible: mid-May to early July

**End date:** August 31, 2024 (or sooner if required)

**Flexible:** Choose from part-time or full-time hours, flexible days and shifts

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New! For the first time ever, Sunshine Coast Tourism is managing the Pender Harbour Visitor Information Booth (previously managed by the Pender Harbour Chamber of Commerce). We're excited to add the Madeira Park location to our network of Visitor Centres on the Sunshine Coast, including Sechelt and Gibsons.

We're hiring staff for the 2024 summer season who are passionate about the Sunshine Coast and supporting remarkable visitor experiences. In particular, we are looking for a Team Lead to support the oversight and supervision of the Pender Harbour Visitor Info Booth. 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.

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### PERKS OF THE JOB:

- \$23-25/hour wage (depending on experience)
  - Flexible work schedule
  - Fun, casual work environment, meeting people from all over the world
  - Working alongside kick-ass humans and joining staff socials
  - Participate in familiarization tours and team building to experience local activities and attractions and learn about Sunshine Coast Tourism members
  - Two free Sunshine Coast branded t-shirts to wear during your shifts - that you get to keep
  - Local knowledge training, Go2HR's Safer Spaces & Destination BC's certification courses
  - Have a positive impact on the community through purposeful work
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The Team provides on-site, phone, email, and mobile visitor services, ensuring the effective delivery of travel information to visitors. Our goal is to extend the visitor's length of stay, improve geographic dispersion, enhance the local tourism economy, and support a remarkable travel experience in the region.

### Responsibilities:

- Assist the Visitor Services Manager with supervision and scheduling of other team members
- Identify visitors' needs and provide friendly, professional, accurate information, including advice for directions, attractions, accommodations, events and tourism products and services
- Develop a strong knowledge of Sunshine Coast Tourism's (SCT) stakeholders (local businesses) and key marketing messages to effectively promote their products and services

- Build partnerships with event organizers and community businesses
- Coordinate the distribution and display of brochures and print materials
- Support sustainability efforts and visitor education initiatives, and help spread emerging regional messages and concerns such as fire safety and water restrictions
- Sell and stock retail merchandise and handle financial transactions via POS technology
- Comply with professional dress code and follow operating procedures, and health & safety protocols
- Gather and record accurate visitor statistics per Destination BC and SCT's standards
- Support the organization
- Participate in staff meetings, training, presentations, and other sessions as required
- Must be available to work on weekends and statutory holidays

**Qualifications:**

- Excellent verbal and written communication skills
- Customer service and/or sales experience background preferred
- A deep understanding of and connection to Pender Harbour as a community with a strong desire to ensure that tourism is a positive contributor to the community
- Organized and detail-oriented
- Applicant must be a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act
- Applicant is legally entitled to work according to British Columbia legislation and regulations.
- A valid driver's license is an asset but not required

SCT is committed to the development of a diverse workforce. All qualified applicants are encouraged to apply.

**WHO WE ARE:** The Pender Harbour Visitor Info Booth is operated by Sunshine Coast Tourism, the destination marketing and management organization for the entire Sunshine Coast. As a non-profit society, we work diligently to create destination brand awareness through inspiring and engaging marketing campaigns that motivate visitors to plan their trip to the Sunshine Coast. We support the traveller experience with our visitor centres and advocate and support sustainable destination development that enhances our communities and benefits Coast residents.

**Please submit your resume and cover letter to:** [jobs@sunshinecoastcanada.com](mailto:jobs@sunshinecoastcanada.com). Please indicate "Pender Harbour Team Lead" in the subject line. *We thank all candidates for their interest. However, only those invited for interviews will be contacted.*