

Manager, Visitor Services

Are you passionate about our destination, our community, and our visitors? Are you motivated by influencing Vancouver's visitor experiences? Are you committed to providing amazing customer service? Are you motivated to rebuild visitor servicing in Vancouver?

If so, Destination Vancouver's **Manager, Visitor Services** role could be the right match for you. This position is ideal for an entrepreneurial, dynamic, community builder inspired by influencing visitors and growing our visitor economy.

The **Manager, Visitor Services**, is responsible for all aspects of Destination Vancouver's visitor servicing programs including coordinating the development and deployment of a renewed visitor servicing strategy while ensuring that business goals are achieved, and service delivery standards are met and exceeded.

The Manager oversees daily operations and ensures that outstanding customer service is provided to visitors by Team Members and Volunteers who will effectively represent tourism products, messaging and services from all industry sectors (Accommodation, Attractions, Dining, Retail, Transportation) utilising channels that include telephone, live Chat, email and in-person engagement.

Key accountabilities include:

- Championing and enabling a positive Vancouver visitor experience for visitors to the destination.
- Assisting with the ongoing development and evolution of Destination Vancouver's visitor servicing strategy.
- Leading and overseeing all aspects of Destination Vancouver's visitor servicing programs.
- Coordinating visitor information and statistics and liaising with internal and external stakeholders including Destination Vancouver's members, local and provincial governments and partner organizations.

Who are We?

Destination Vancouver is one of the world's most dynamic Destination Organizations, delivering on a mandate for destination development and promotion that makes Vancouver a must visit global destination. With a purpose *to transform our communities and our visitors through the power of travel*, we responsibly strive for a triple bottom line approach to measuring destination success through people, planet, and profit.

As a private, not for profit business association, continued relevancy equals success by supporting the industry and building a competitive global destination brand.

Destination Vancouver has a fabulous product and a powerful brand. Our brand promise, *Vancouver is a place that connects people and inspires them to live with passion*, underpins how we communicate with potential customers, engages with stakeholders, and services and 700+ members.

What do We Offer?

We are proud to offer a competitive total rewards program including 3-weeks' vacation to start, incentive plan, extended health care, Health Spending Account, matching RRSP program, transit reimbursement, Team Member Referral program, generous paid time off, training and development opportunities, work/life balance and a flexible work schedule.

Destination Vancouver believes in and provides a diverse, equitable, and inclusive work environment and we welcome applications from individuals who identify as women, Indigenous, racialized persons, people with disabilities, and LGBTQ+ persons.



The health and safety of our team is a top priority, and the expectation is that all Destination Vancouver Team Members be fully vaccinated for Covid-19.

How Do We Connect?

The ideal candidate is emotionally mature and highly flexible, a builder who understands the visitor journey and is a people motivator with experience in a similar leadership role. Your knowledge and passion for Metro Vancouver and British Columbia as a place to live, work, play, experience and explore is a compliment to your excellent communication skills (verbal, written and presentation).

Strengths in planning and organizing in a fast-paced multi-disciplinary environment are critical as is the ability to work independently and collaboratively. Strong social media technology skills are required and proficiency in a second language would be an asset.

If this sounds like you because you have the knowledge, ambition and drive and describe yourself as enthusiastic and fun, and focused building relationships and achieving results, we invite you to apply for this exciting new position. Please send your resume and cover letter to: careers@destinationvancouver.com

For more information, please visit <http://destinationvancouver.com>