



Visitor Services Specialist (Part-time/Seasonal)

Are you passionate about our destination, our community, and our visitors?

Do you take pride in showcasing our amazing destination?

Is offering outstanding service one of your personal values?

If so, Destination Vancouver's **Visitor Services Specialist** role could be the right match for you. This position is ideal for a "people" person who is self-motivated, team oriented, takes initiative and is a great communicator who can use these strengths to influence visitors and growing our visitor economy.

The Visitor Services Specialist is an integral role in supporting the thousands of Visitors to our destination on behalf of Destination Vancouver and our member businesses. Responsible for helping to create memorable experiences, the position is a critical component of Destination Vancouver's vision to be the global leader in destination sales, marketing and visitor experiences.

Handling Visitor inquiries into our Virtual Service Centre, operating 7 days/week, via multiple channels in a timely and professional manner, the Visitor Services Specialist serves Destination Vancouver members and the community by promoting products and activities that will result in visitors extending their stay.

Key accountabilities include:

- Developing extensive knowledge of Destination products and services.
- Identifying the needs of visitors and providing accurate and current information through one-to-one, on-line, telephone and email interactions.
- Ensuring that the needs of our Volunteers are met on a daily basis and responds to questions from the team.
- Greeting office visitors and providing Volunteers with access to our office building on weekends.
- Assisting with projects as allocated by the Manager, Visitor Services or Team Lead, Visitor Services.

Who are We?

Destination Vancouver is one of the world's most dynamic Destination Management Organizations, delivering on a mandate for destination development and promotion that makes Vancouver a must visit global destination. It responsibly strives 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. Its brand promise, Vancouver is a place that connects people and inspires them to live with passion, underpins how it communicates with potential customers, engages with stakeholders, and services its 700+ members.

What do We Offer?

This position is based in Destination Vancouver's corporate offices with majestic views of the North Shore mountains and proximity to transit and downtown amenities and we are proud to offer a competitive hourly wage.

Destination Vancouver believes in and provides a diverse, equitable, and inclusive work environment and we welcome applications from women, racially visible individuals, people with disabilities, Indigenous peoples, 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 has had experience providing customer service in a retail or hospitality environment and is able to connect with a diverse clientele. Having a passion for people and making a positive influence while having fun and being a great team member are strong motivations. Good knowledge of BC and surrounding areas with an emphasis on Metro Vancouver is required. Fluency in a second language is a definite asset. Flexibility to work a variety of shifts including weekdays, weekends and holidays is essential.

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 position. Please send your resume and cover letter to: careers@destinationvancouver.com

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