



Visitor Experience Specialist & City Host Volunteer Job Description

Expectations & Position Summary

Tourism Vancouver's in-destination services role is to ensure visitors have a positive and memorable experience in Vancouver and to encourage them to extend their length of stay and/or visit again. As a Tourism Vancouver volunteer and ambassador you will play an essential role in maintaining the service excellence that is expected by our visitors, member businesses and industry partners. After completing a comprehensive training and orientation program, you will be relied upon to create a warm and friendly welcome for all visitors to Vancouver, offer directions, drive traffic to the Visitor Centre/s and promote local tourism products and services.

Description of Duties

- Approach, greet & welcome visitors;
- Identify the needs of the visitor and provide accurate and timely information on tourism related experiences in Vancouver and British Columbia;
- Refer visitors to the complimentary reservations services offered at Tourism Vancouver Visitor Centre/s;
- Develop a vast knowledge of tourism products and services, in particular Tourism Vancouver members, and represent them to their best advantage in order to match customers' needs;
- Serve members and the community by promoting local tourism experiences that will result in visitors extending their length of stay; and
- Utilize available printed information resources and technology tools (iPad, smart phone, and/or computer) to provide accurate directions and information.

Qualifications

- Be a resident of Metro Vancouver (must have lived here for at least one year);
- Excellent communication and interpersonal skills (strong listening skills, sales skills, enthusiastic and friendly);
- Ability to work independently and as part of a team;
- Extensive knowledge of Vancouver and BC (e.g. attractions, restaurants, streets) and a commitment to on-going learning;
- Ability to promote tourism products and provide clear directions and information;
- Fluent in English, second language a definite asset;
- Comfortable and flexible working in a busy outdoor and indoor environment;
- Ability to stand and/or walk for extended periods of time;
- Ability to use smart phone, tablet and computer internet search effectively;
- Understanding of and compliance with the rules of the road ; and
- Reliable and responsible

Time Commitment

- **Minimum 4 hours/week on regular basis from April – October**
- Primarily Weekends and some Weekdays from 9am-1pm
- **Based on our current needs all new volunteer shifts will be outside greeting/hosting**

Volunteer Work Locations

- **Outside** on the street near high traffic tourist/pedestrian corridors in downtown Vancouver (i.e. near Canada Place Cruise Terminal)
- Occasionally stationed at/near special events in Vancouver
- Opportunity to volunteer at our other locations, such as our permanent or satellite Visitor Centre, may be introduced in the latter part of summer or the following year

Benefits & Recognition

- Welcome and interact with visitors from around the world;
- Share your passion for the city and province you live in;
- Enjoy being part of an exciting organization and industry in Vancouver;
- Give back to your community and help others;
- Gain further professional experience and knowledge;
- Vancouver Experience Specialist training and provincial Visitor Counsellor certification;
- Tourism Privilege pass & member familiarization tours;
- Annual volunteer appreciation event, service awards; and more

To apply for this volunteer position please proceed to [Volunteer Application](#) (link)

For more information please contact volunteer@tourismvancouver.com