

VISITOR SERVICES COUNSELLOR TRAVEL PENTICTON

Are you passionate about Penticton? Are you always the first one of the group for dinner recommendations, adventures to go on, wineries to visit? Travel Penticton is looking for a dynamic team player that loves help visitors plan their vacation. You know the best spots to eat, shop, climb, and picnic! The secret gems of Penticton are there to be discovered and you're happy to share your little piece of Okanagan Paradise secrets.

JOB DESCRIPTION:

The Visitor Information Counsellor is responsible for maintaining the day-to-day operations of the Visitor Centre under the direction of the Visitor Centre Supervisor. This includes ensuring that the Visitor Centre is represented to the public in a pleasing, organized and professional manner.

- You have the ability to work both in our Visitors Centre and our pop up, Mobile Visitor Centre around town.
- Social Media skills is an asset. you look for new and innovative ways engage with Visitors.
- Assist with accommodations, tours, etc. in response to visitor requests
- Amaze and deliver exceptional services visitors with all the offerings available
- Assist in Penticton planning via phone, email, social media and in person
- Always up to date on new things to do and see
- Keep brochure racks and storage organized and well filled
- Encourage new, longer and return visits to Penticton
- Make sales transactions for merchandise sold in the Visitor Centre
- Gather and record statistical information related to each visitor
- Attend special events or festivals throughout the summer

TO BE ELIGIBLE, STUDENTS MUST:

- Be between 15 and 30 years of age at the start of the employment;
- Have been registered as full-time students in the previous academic year and intend to return to school on a full-time basis in the next academic year;
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act.
- Be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

JOB REQUIREMENTS:

- The candidate must have a friendly and outgoing demeanor, and must enjoy working in a team environment as well as independently.
- Candidate must have knowledge of attractions and tourism products/services in the Penticton area.
- Must have excellent interpersonal skills, customer service skills, telephone and organizational abilities.
- Good working knowledge of computers, specifically Microsoft Office, internet search engines, and social media
- Able to work in a fast paced environment and multitask.
- Must be able to work flexible hours including weekends and evenings as required.
- Previous experience handling Point of Sale/retail experience
- Valid BC Driver's license mandatory

Start Date: May 14th – September 4th

Please e-mail your cover letter and resume to Graham Filek, Visitor Centre Supervisor, graham.filek@visitpenticton.com. Only those short listed for interviews will be contacted.