

VISITOR SERVICES VOLUNTEER

POSITION DESCRIPTION

The Visitor Services Volunteer is responsible for welcoming tourists in 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.

This position is 1 day a week. Working schedule may vary according to Visitor Centre requirements influenced by, but not limited to, staffing levels, local events, and seasonality. Flexibility on hours required, including weekend work.

This position reports to the Member & Visitor Services Coordinator, Travel Penticton.

ROLES & RESPONSIBILITIES

- Assist with accommodations, tours and general inquiries in response to visitor requests
- Provide visitors with creative recommendations and activity options to encourage them to stay longer or return
- Provide clear and concise directions
- Always be up to date on new things to do and see in and around the city
- Keep brochure racks and storage organized and well filled
- Facilitate sales transactions for merchandise sold in the Visitor Centre
- Gather and record statistical information related to each visitor

SKILLS/JOB REQUIREMENTS

- Must have a friendly and outgoing demeanor, and enjoy working in a team environment as well as independently
- Offer unbiased recommendations and options to travelers
- Knowledge of attractions and tourism products/services in the Penticton area
- Excellent interpersonal skills, customer service skills, telephone and organizational abilities
- Able to work in a fast paced environment and multitask

KEY FUNCTIONS

Delivering the Experience:

- You will ensure a consistent customer service experience is delivered to every visitor that walks through the door

Marketing & Communication:

- Being mindful that Travel Penticton is a marketing organization, brand is very important to our organization. Therefore, consistent internal and external communications are key. Each customer touch-point is an opportunity to have a guest to the Visitor Centre stay a day longer, experience something new and therefore spend a little more in our area.

SKILLS/ABILITIES

- Extensive knowledge of local attractions, events and the tourism industry is essential
- Excellent verbal and written communication skills; testing will be part of the selection process