



Visitor Services Counsellor - Seasonal (Canada Summer Jobs) Summer Student

Tourism Harrison River Valley is a Destination Marketing Organization focused on marketing Agassiz, Harrison Hot Springs, Harrison Mills, FVRD C and all the shared communities in between. In addition to destination marketing, Tourism Harrison River Valley operates the Harrison Visitor Centre & Sasquatch Museum, coordinates local events, and supports our stakeholders through workshops and marketing. One of our key promotional tools is coordinating, hosting, and marketing attractive shoulder season events to bring visitors to the region.

Job Title: Visitor Information Counsellor (Seasonal)

Status: Seasonal Full Time – 1 Position Available

Organizational Relationships

The successful candidate will report to the Executive Director & Visitor Centre Manager and work with the Visitor Centre Staff.

Description

Currently seeking an energetic and passionate Visitor Information Counsellor to join our seasonal team for the summer.

The role of the Visitor Information Counsellor is to maximize the economic benefits of tourism by promoting tourism products and services. Reporting to the Executive Director, and Visitor Centre Manager and working with all Tourism Harrison River Valley staff, you will be responsible for the effective delivery of travel information to visitors with the goal to extend their length of stay and ensure that they have a remarkable travel experience in the region.

Note: This position is at the Harrison Hot Springs Visitor Centre + Sasquatch Museum.

This is a funded program funded by Canada Summer Jobs. To be eligible, you must be:

- A full-time student spring of 2024, returning to full-time studies in the Fall of 2024
- Between 15 and 30 years of age at the start of employment
- Willing to commit to the full duration of the work assignment.
- Will not have another full-time job (over 30 hours a week) during the Canada Summer Jobs work assignment.
- Able to work 30 hours a week including weekends.

Duties and Responsibilities:

- Provide accurate information on tourism products and services based on visitor requests regarding destinations, transportation, accommodation, options, and costs, etc.
- Assist visitor inquiries in person, by phone, and via email and ensure visitor understanding of the information provided.
- Provide mobile visitor services at local events and festivals throughout the season as applicable.
- Develop a strong knowledge of Tourism Harrison River Valley's stakeholders to best promote and sell their products and services.
- Gather and record accurate visitor statistics as per Destination BC and Tourism Harrison River Valley standards.
- Participate in familiarization tours and stakeholder presentations, virtual or in person.
- Ensure brochure racks are fully stocked and resource materials are accurate and up-to date.
- Stock and sell retail merchandise and handle financial transactions.
- Undergo training on POS and online system.
- Provide assistance and support for other Tourism Harrison River Valley projects as required.
- Comply with professional dress code and follow all Standard Operating Procedures and protocols for the Visitor Centre

Requirements:

- • Excellent customer service skills with previous front-line sales experience
- • Ability to work independently and as part of a team
- • Knowledge of local attractions, transportation, and accommodations

- • Knowledge of Harrison River Valley, surrounding areas and British Columbia
- • Energetic, self-motivated, and results-oriented
- • Ability to work in a fast-paced environment and effectively multi-task
- • Excellent verbal and written communication skills
- • Good organization skills with the ability to pay attention to detail
- • Ability to take initiative in any given situation
- • Must be computer literate with a working knowledge of social media tools
- • Knowledge of a second language and a valid driver's license is an asset but not required
- • Must be flexible to work a variety of shifts including weekdays, weekends, and holidays
- • Ability to lift 30 lbs

Salary: \$18.00 per hour

Application Process:

Please email your resume and cover letter to Tourism Harrison River Valley at **victoria@tourismharrison.com** by June 15th, 2024. We thank all candidates in advance for their interest; however, only those short-listed will be contacted for an interview.