



## Visitor Services Counsellor

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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.

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### Job Description

**Position Title:** Visitor Services Counsellor

**Reports To:** Executive Director

**Location:** Harrison Hot Springs, BC

**Employment Type:** Part -Time (12-24 hours per week)

**Wage:** \$20-\$22/ hr

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### Position Overview

The role of the Visitor Information Counsellor is to enhance the visitor experience and the economic benefits to the community by promoting tourism products and services. Reporting to the Executive Director, 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.

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### Key Responsibilities

- Provide unbiased, 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 visitors' 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.
- Provide assistance and support for other Tourism Harrison River Valley projects as required.

### Requirements:

- Excellent customer service skills with previous front-line sales experience
- Comply with professional dress code and follow all Standard Operating Procedures and protocols for the Visitor Centre



- 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 25 lbs

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### **Working Conditions**

- This is an in-office position
- Must be available weekends

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### **How to Apply**

Send a Cover Letter and Resume to [execdirector@tourismharrison.com](mailto:execdirector@tourismharrison.com) with the job title you are applying for in the subject line. Please include the number of hours per week you are interested in working and what your availability would be.

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