

## Visitor Information Counsellor Job Description

### **Role Summary**

Do you love sharing local knowledge, and meeting people from all over the world? We are looking for people who are passionate about Golden to be Visitor Information Counsellors. Reporting to the Visitor Information Services Manager, the role of a Visitor Information Counsellor is to enhance the visitor experience and maximize the economic benefits of tourism in Golden. Through conversation, you will get to know our visitors and help them find the activities or services within town to best suit their needs and interests.

### **Accountabilities**

- Welcome all visitors to the Golden Visitor Centre in a friendly and professional manner
- Provide relevant and accurate information to all visitors based on their unique needs and interests
- Respond to phone, email and in-person inquiries
- Promote local tourism products, services and events to encourage longer stays in the community
- Actively seek out information that may be of interest to visitors including events, local history and points of interest
- Update files and reference materials
- Accurately record information related to each visitor party for reporting purposes
- Process payments for travel guides, souvenirs and attraction tickets
- Restock shelves and update inventory as required
- Maintain a clean and safe working environment
- Other duties as assigned

### **Requirements**

- Experience in customer service
- Strong communication and interpersonal skills
- Ability to work as a team and independently in a fast-paced environment
- Confident work with various forms of technology including desktop computers, iPads and payment processing software (training provided)
- Ability to demonstrate initiative
- Strong problem solving skills
- A willingness to maintain appropriate professional dress code and grooming standards is required
- Ability to speak a second language, including French, German and Spanish is an asset
- Experience with sales or in a retail environment considered an asset
- Valid First Aid and/or AED training considered an asset
- Experience using TripAdvisor and travel review forums considered an asset
- Experience with cash handling and payment processing considered an asset

Please note: this position requires candidates to provide a clear criminal background check upon offer of employment.

### **Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays
- Team environment
- Standing for extended periods, bending and lifting

- Must be able and willing to comply with workplace communicable disease safety plan

**Position Type, Hours & Remuneration:**

This is a seasonal position with full and part-time hours available. The position runs mid- May through to September, paying \$16 per hour.

We regret that only those applicants eligible to work in Canada without sponsorship may be considered for seasonal roles. Only short-listed applicants will be contacted. Thank you for your interest.

**Application:**

Applications must include a cover letter and resume and must be submitted via email to [vsmanager@tourismgolden.com](mailto:vsmanager@tourismgolden.com). Please be sure to include your current email address and telephone number. Only complete applications will be considered.