



Visitor Services Supervisor

Tofino Visitor Centre

Full-time, Year-round



Role

Reporting to the Visitor & Member Services Manager, the Visitor Services Supervisor is responsible for ensuring the smooth daily operation of the Tofino Visitor Centre and related visitor services. The role involves supervising Visitor Services staff to ensure outstanding customer service, and the provision of quality and accurate information to visitors that encourages them to stay longer, experience more, travel respectfully and return for another stay.

Responsibilities

- Supervise, train, motivate and delegate tasks to Visitor Services staff
- Ensure staff assist visitors in a professional, prompt and friendly manner in person, on the phone, or via email/online channels
- Ensure staff are equipped with accurate and up-to-date information
- Encourage good performance and provide constructive feedback to Visitor Services staff
- Be responsible for handling emergencies, complaints and situations that require decisiveness
- Maintain a superior level of customer service and a high level of community knowledge on accommodations, activities and attractions through ongoing training
- Create a safe, clean, welcoming and inclusive environment for staff and visitors
- Work with the Marketing team to assist with monitoring and responding to visitor inquiries and comments on social media, and platforms like Google and TripAdvisor
- Help organize events, workshops and activations in the Visitor Centre, and supervise mobile visitor services and beach cleans
- Visitor Services administration functions including retail sales, recording and reporting visitor statistical data, cash reconciliation, Parks pass sales, payroll submission, scheduling and organization of familiarization tours, and assist with updating event listings
- Keep brochure racks well-stocked, and re-order brochures/maps when necessary
- Maintain and update files and reference materials for the Visitor Centre on a continual basis
- Work with Visitor & Member Services Manager to develop and implement systems that continually improve quality of service
- Ensure Visitor Centre grounds are tidy, and the interior is kept clean, orderly, and organized
- Ensure office and visitor center supplies are well stocked, and routine building maintenance (landscaping, window cleaning, etc.) is scheduled
- Wear clean and well-maintained designated uniform and nametag while on shift
- Attend staff meetings, training events and familiarization tours as required
- Work with the Member Services Supervisor to delegate tasks and oversee the operations of the Visitor Center in the absence of the Visitor & Member Services Manager
- Be the senior staff member on-call for the Visitor Services team, as scheduled
- Other tasks and responsibilities as set by the Visitor & Member Services Manager



Requirements

- Availability to work full-time including weekends
- Must have secured local accommodation
- Valid Class 5 Driver's License

Skills and Experience

- Customer service oriented
- Excellent interpersonal, verbal, written and social media communication skills
- Strong leadership, facilitation and supervisory skills
- Strong initiative and resourcefulness
- Ability to exercise sound judgment and carry out responsibilities with minimal direction
- High degree of time management, organization and creativity
- Must work well independently, as well as part of a team
- Proficient computer skills specifically Microsoft Office, internet search and social media
- Willing to work evenings and weekends, as required
- Excellent knowledge of attractions and tourism products/services in the Tofino area
- Experience driving manual transmission vehicle
- Minimum diploma level study in marketing, communications, business or equivalent
- First Aid certification

About Tourism Tofino

Working on behalf of approximately 300 local businesses, the mission of Tourism Tofino is to deliver sustainable growth for our members that contributes economic and social benefits for our community. The Tourism Tofino team is responsible for destination management marketing, stewardship and delivery of exceptional visitor services.

Tourism Tofino values diversity, equity, and inclusion and encourages applications from all qualified individuals. We are dedicated to providing workplace accommodations for employees with disabilities and will ensure the necessary support is in place to help you succeed, both during the recruitment process and throughout your employment. Let us know if you require any adjustments at any stage to be set up for success.

Compensation \$47,000 - 55,000 + benefits

Benefits Two weeks vacation, benefits package and professional development opportunities

Hours 40 hours per week (5 x 8-hour days, including breaks). Must be available on weekends.

Start dates May & June

How to apply Send a cover letter and resume to: jess@tourismtofino.com