

VISITOR INFORMATION COUNSELLOR-SEASONAL SUMMER

Role

- Providing outstanding one-on-one customer service to visitors from around the world
- Assisting visitors in customizing their experiences and connecting them to stakeholders to fulfill their holiday needs.
- Important link between the visitor and tourism industry in our community
- Promote the ideals of the community and area to offer a fully immersive experience to visitors
- Maintain a positive working relationship with our stakeholders

Responsibilities

- Create and maintain a welcome and friendly visitor centre
- Communicate to all visitors, stakeholders, and co-workers in a friendly and professional manner in-person, via email and through social media.
- Assist visitors with securing activities, accommodations and parks passes as required
- Handle sales transactions for retail; also conducting opening and closing cash procedures
- Record and maintain accurate visitor services data
- Keep merchandise area well stocked; also, storage maintained and orderly
- Provide visitor services during festivals and events
- Participate in familiarization tours, meetings, and training opportunities
- Uphold Tourism Ucluelet values of a positive inclusive working environment
- Any other duties requested by the Visitor Service Manager or Executive Director
 - Monthly food offerings
 - Stakeholder Newsletters
 - Assisting with arranging media
 - Google business listing & Trip Advisor

Qualifications:

- Preferred - Experience in hospitality/ tourism/customer service/sales
- Previous experience in sales, inventory and cash handling
- Knowledge of local area
- Understanding of social media platforms and on-line search software
- Clear communication skills, written, verbal and phone
- Knowledge of Microsoft Operating systems
- Able to work in a high-volume fast-paced environment
- Can work independently and in a team environment
- Second language an asset but not required

Hours: 32.5-40hrs/week. \$17.50 per hour (based on experience)

Weekends and early evenings may be required

Tourism Ucluelet is hiring for the position of Visitor Services Counsellor to join a small team of dedicated customer service specialists working at the Pacific Rim Visitor Center, located at the junction of Highway 4 and Ucluelet-Tofino Highway. As part of the training, new employees will receive free access to the SuperHost certification course provided by Go2Hr. Successful applicants will gain experience in customer service and retail sales along with tourism business marketing. Primary responsibilities include providing visitors with information regarding the area's attractions, amenities, and features as they promote Tourism Ucluelet's partnered businesses. This position is funded by the Canada Summer Job Grant; applicants must be between the ages of 15 to 30 to qualify and available to work a minimum of 32.5 hours per week. Tourism Ucluelet is committed to the development of a diverse workforce. All qualified applicants will receive consideration without regard to sex, gender identity, gender expression, sexual orientation, race, ethnic origin, color, religion, nationality, disability, or other characteristic protected by law. Please email gareth@discoverucluelet.com for more information and to apply.

Tourism Ucluelet respectfully acknowledges the Yuułu?ıł?ath (Ucluelet) Nation on whose traditional territory we operate our organization.