



VISITOR INFORMATION COUNSELLOR – SUMMER POSITION

The Stony Plain & District Visitor Information Centre offers a wide range of visitor services including professional visitor counselling information to over 7000 visitors each year. What does it take to become our Visitor Information Summer Student Counsellor?

You are passionate about Stony Plain and the Tri Region, enthusiastic and excited to share your knowledge about the many businesses, artisans, activities and attractions, festivals and events happening throughout the area.

Requirements:

- Excellent communication and customer service skills
- Responsible and mature
- Friendly and outgoing personality
- Possess a team player attitude
- Interest in the tourism industry is an asset
- Second language and Social media skills are assets

Applicants must be:

- **Available to work weekends & occasional evenings for the months of June, July & August**
- Vehicle is **required** to attend events throughout the tri municipal region
- Legally entitled to work in Canada

Persons of differing abilities are encouraged to apply.

JOB DESCRIPTION:

The Visitor Information Counsellor is responsible for daily opening, operating, and closing procedures associated with the Visitor Centre operations. The primary responsibility is to provide front line, exceptional service to guests:

- Answer questions and provide information specific to the region, both in person, by phone, and online
- Distribute promotional materials
- Promote tourism products
- Encourage new and return visits
- Perform administrative tasks
- Stock and sell merchandise and handle cash and POS transactions
- Collect and report visitor information statistics
- Mobile travel counselling at regional events
- Will work with local businesses, Town of Stony Plain, Parkland County, event planners, and organizations to ensure that we have the most up to date information at the visitor centre at all times
- Maintain the visitor centre brochure inventory and displays
- Provide visitors and locals information for newcomers to the area (information about local housing, maps, locations of local services, etc.) and historical information to contribute to historical preservation.
- Will receive Tourism Visitor Counsellor Training with additional training on using social media in a professional setting to proactively reach out and connect with travellers, answer their questions, and direct them to the many experiences that Stony Plain and the Tri Region

Work Schedule:

Start Date: May 6, 2019 – August 26, 2019

35 hours/week, 16 weeks; varying work schedule in June, July & August

\$15.00 per hour

****It is mandatory you are available to work long weekends as well as weekends as these are our busiest days.**

Who we are:

The Stony Plain & District Visitor Information Centre is operated by the Stony Plain & District Chamber of Commerce, a non-profit member-based business organization.

Please submit your resume with cover letter to: cathy@stonyplainchamber.ca by March 15, 2019. Resumes will be reviewed when received. We thank all candidates for their interest, however only those invited for interviews will be contacted.