



## **VISITOR INFORMATION COUNSELLOR**

The Smithers District Chamber of Commerce operates the Smithers Visitor Centre. We are currently seeking seasonal Visitor Information Counsellors to join our team for the summer.

Visitor Information Counsellors are an important link between the visitor and tourism industry product and service providers. The main activities of a Visitor Information Counsellor includes identifying a visitor's needs, offering information and selling tourism products and services. A Visitor Information Counsellor is an ambassador to tourism in our region – an extremely important role. If you have a passion to share local knowledge and enjoy working in a fast-paced environment, this could be the perfect opportunity for you!

### **Duties & Responsibilities:**

- Welcome visitors ("visitors" include local residents) and determine their needs.
- Answer inquiries by phone, in person and email.
- Provide accurate information to visitors regarding destination, transportation, accommodations, etc.
- Assist individuals or groups to plan itineraries and travel plans.
- Promote tourism products and services in the Bulkley Valley.
- Make accommodation, transportation, etc, reservations.
- Gather and record statistical information related to each visitor party.
- Post and share current information of interest to visitors such as travel alerts, road and weather reports.
- Stock and sell retail merchandise and handle monetary transactions.
- Maintain brochure racks and ensure adequate inventory is always on hand.
- Review and support updating of visitor materials, as necessary.
- Follow all operating procedures and policies as outlined for the Smithers District Chamber of Commerce and Visitor Centre.
- Perform other tourism and administrative duties as assigned.

### **Skills and Abilities:**

- Excellent communication skills – face to face, telephone and written.
- Excellent customer service and organizational skills.
- Knowledge of attractions, activities, tourism products/services in the area.
- Team player who is able to work independently.
- Able to demonstrate initiative.
- Computer skills including MS Office programs.
- Outgoing, friendly and welcoming demeanor.

On-site training as well as Destination BC Visitor Services training will be provided.

This is a seasonal position beginning in May and ending September 2021. Start and end dates may change based on the needs of the business.

In order to qualify for the Canada Summer Jobs program, the Smithers Visitor Centre is looking for candidates aged between 15 – 30.

**Schedule:**

- 5 days per week
- 8 hours per day with 1 hour lunch
- Statutory holidays and weekend work required

**COVID-19 Precautions:**

- Plastic shield at work stations.
- The Smithers District Chamber of Commerce and Visitor Centre has a COVID-19 Safety Plan in place that each employee is required to review and sign off on. There are cleaning protocols, mask usage, social distancing measures and occupancy limits in place.

Please submit your resume, including cover letter, to the attention of:

Susan Bundock  
Smithers District Chamber of Commerce  
PO Box 2379  
Smithers, BC V0J 2N0  
Email: [info@smitherschamber.com](mailto:info@smitherschamber.com)