



**District of Taylor
Employment Opportunity**

**Travel Counsellor
(Permanent Full Time Seasonal Position)**

Reporting to the Recreation Programmer, the Travel Counsellor position works at the District Visitor Centre and serves as the crucial link between the visitor and direct and indirect tourism service providers. A considerable amount of time is spent answering questions about the area, history, attractions, and weather, as well as listening and speaking with travelers. To meet the traveler's needs, Travel Counsellors will be supplementing their personal knowledge with written documentation/publications as well as information found on the internet.

*The applicant should have:

- Grade 12 Diploma or equivalent
- Tourism British Columbia Visitor Counsellor Trainer Certification
- SuperHost program certification

*Other combinations of education and experience may be considered

A college diploma or vocational training in tourism is preferred, and knowledge of a second language would be considered an asset.

Due to the nature of the service offerings, this position is required to work within a schedule which includes weekends and special events. For the complete job description and more information about Taylor, BC, please visit www.districtoftaylor.com.

The Visitor Centre is open from May to September, Monday to Sunday, from 9:00 a.m. to 5:00 p.m. The compensation range is \$18.59 – 20.91 per hour, plus 4% vacation pay. The incumbent's pay rate will be determined based upon a combination of relevant experience.

With your resume, please provide a cover letter that articulates how you meet the qualifications provided in the job description. **Submissions will be received until the position is filled.**

Please ensure that your submission clearly identifies the position being applied for and address your application to:

District of Taylor

Attn: Mike Whalley, Interim Deputy Corporate Officer

Box 300

Taylor, BC V0C 2K0

Email: recruitment@districtoftaylor.com

Fax: (250) 789-3543

While the District appreciates all applicants, only those short-listed will be contacted.



DISTRICT OF TAYLOR

Travel Counsellor

Job Description

Title: Travel Counsellor

Date: June 17, 2022

Department: Community Services

Job Category: Service/Labourer/Sales

Reports To: Recreation Programmer

Position Number:

Interacts With: Community Services,
Destination BC, General Public

Grade Assignment: 3

General Summary:

Working out of the Visitor Information Centre, the Travel Counsellor serves as the crucial link between the visitor and direct and indirect tourism service providers. A considerable amount of time is spent answering questions about the area, history, attractions, and weather, as well as listening and speaking with travelers. To meet the traveler's needs, Travel Counsellors will be supplementing their personal knowledge with written documentation/publications as well as information found on the internet.

Primary Duties and Responsibilities:

General

- Provides excellent services to the community, ensuring professional, friendly, and efficient interactions with community members
- Presents and maintain a professional, positive, and tactful attitude when dealing with internal and external stakeholders. Supports and champions the activities of a respectful workplace
- Understands, complies and reinforces the District of Taylor policies, programs and guidelines applicable to the department
- Actively engaged in appropriate, accurate, timely, and transparent communication flow with stakeholders (both internally and externally) to ensure accurate information is shared on an ongoing basis

Health and Safety

- Awareness of and dedication to working safely according to applicable standards, policies and procedures

Visitor Information Centre Services

- Answers questions and provide information specific to region or site
- Distributes promotional materials
- Promotes tourism products
- Encourages extended, new and return visits
- Gathers information and develop new resources
- Performs administrative tasks

- Stocks and sells merchandise
- Handles cash transactions
- Creates a professional, welcoming, and knowledgeable experience for visitors

Requirements and Qualifications:

Education and Experience:

- Grade 12 diploma or equivalent
- Tourism British Columbia Visitor Counsellor Trainer Certification
- SuperHost program certification
- A college diploma or vocational training in tourism is preferred
- Knowledge of a second language is an asset

Knowledge, Skills, and Abilities:

- Excellent communication and customer service skills
- In depth knowledge of attractions, events and the local area
- Research skills are an asset
- Previous experience in sales and cash handling is an asset
- Inventory and administrative skills
- Time management skills
- Excellent communication skills both verbal and written
- Advanced interpersonal skills, comfortable interacting with a variety of visitors, ages, backgrounds and languages
- Able to work effectively in a team environment and individually
- Proficient Computer Skills (MS Office, General local internet searches)

Other Requirements:

- Completion of a Criminal Record Check (including vulnerable sector)
- Legally entitled to work in Canada

Working Conditions (environmental conditions, physical demands, travel, etc.):

- Seasonal operational hours are May-Sept, 7 days a week, 9am-5pm. Must be available to work a variety of schedules including weekends and special events.
- General office conditions – ergonomic and eye strain considerations associated with desk and computer work
- Ability to stand for long periods
- Some lifting, bending, kneeling, squatting (managing cases of brochures and other material)
- Some travel for training purposes may be required

Disclaimer:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Related duties, responsibilities and activities may be assigned at any time with or without notice.

Approval:

Mike Farquharson, Manager of Parks & Facilities
Name/Title


Signature

Apr. 5/23
Date

Ryan Nelson, Acting Chief Administrative Officer
Name/Title


Signature

Apr. 5/23
Date