



## **DISTRICT OF HUDSON'S HOPE POSITION DESCRIPTION**

**Class Title:** Info Centre Student  
**Department:** Public Works  
**Date:** January 2014

### **POSITION SUMMARY:**

Working out of the Visitor Information Centre, the Information Centre Counsellor serves as the crucial link between the visitor and direct and indirect tourism service providers. He/she spends considerable time answering questions about the area, history, attractions and weather. To meet the traveler's needs, Information Counsellors supplement their personal knowledge with written documentation/publications as well as information found on the internet. The Information Counsellor would work directly under the Info Centre supervisor, be able to work flexible and varied hours, including evenings and weekends, according to the operational requirements, as well as being the relief for the Info Centre Supervisor.

### **RESPONSIBILITIES:**

1. Work directly under the Info Centre Supervisor.
2. Answer questions and provide information specific to the region or site
3. Distribute promotional materials
4. Promote tourism products
5. Promote our brand
6. Gather information and develop new resources
7. Perform Administrative tasks
8. May also stock and sell merchandise and handle cash transactions

### **KNOWLEDGE, SKILLS & ABILITIES:**

1. Extensive knowledge of the area and surrounding communities
2. Exemplary Customer service skills coupled with formal customer service training.
3. Capable of working independently and/or with a team.
4. Excellent public presentation skills
5. Excellent oral and written communication skills
6. Knowledge of computers including: word processing, database, publishing and spreadsheet programs (preferable Microsoft Office 2007)
7. Knowledge of social media tools

### **TOOLS & EQUIPMENT USED:**

1. Office and Administrative
2. Janitorial equipment

### **POSSIBLE FUTURE CAREER PATHS:**

1. Tourism/ visitor Information Supervisor

## **GENERAL**

The duties listed are intended only as an illustration of the various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related and a logical assignment to the position.

Formal application; rating of education; oral interview and reference check; criminal record check; and job related tests may be required.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

This is a position in the BC Government and Services Employees' Union.

Preference will be given to the applicants who hold the following certificates and meet these requirements:

1. Excellent communication and public relations skills
2. SuperHost certificate
3. Travel Counsellor technique course
4. Recognized first aid course
5. Valid CPR certificate
6. Visitor InfoCentre experience is an asset.