



JOB DESCRIPTION

CLASSIFICATION:	INFORMATION CENTRE STUDENT
REPORTS TO:	INFORMATION CENTRE SUPERVISOR / RECREATION OFFICER
DATE:	APRIL 2025

POSITION SUMMARY

Working out of the Visitor Information Centre, the Information Centre Students serves as the crucial link between visitors and tourism service providers. They spend considerable time answering questions about the area, history, attractions, and weather. To meet travelers' needs, Information Counsellors supplement their personal knowledge with written documentation, publications, and information found on the internet. The Information Counsellor works directly under the Information Centre supervisor and must be able to work flexible and varied hours, including evenings and weekends, according to operational requirements.

KEY RESPONSIBILITIES

- Provides exceptional customer service to visitors, staff, and community partners in person, by phone, email, and social media.
- Supports activities of the District's Visitor Centre program, including special events.
- Identifies local tourism marketing opportunities and promotes the Visitor Centre services, activities and events through social media channels.
- Monitors and posts Tourist Alerts and emergency notifications as needed.
- Ensures the Visitor Centre is stocked with appropriate brochures and merchandise.
- Performs related duties as needed.

All duties listed above are intended only as an illustration of the various types of work to be performed; the omission of specific duties does not exclude them from the position if the work is similar, related and/or a logical assignment to the position.

CORE COMPETENCIES

- **Customer Service Excellence:** Demonstrates a high level of customer service skills, ensuring visitors have a positive experience.
- **Knowledge of Local Tourism:** Has extensive knowledge of local and regional attractions, events, and tourism services, providing valuable information to visitors and enhancing their experience.
- **Communication Skills:** Possesses excellent verbal and written communication skills, able to interact professionally with visitors, staff, and stakeholders.

REQUIRED QUALIFICATIONS

- Must be enrolled in secondary or post-secondary institution on a full-time basis and returning to full time studies after completion of summer employment.
- Basic First Aid certificate
- Experience with computer systems, including email, internet and social media channels
- Ability to lift up to 50lbs

GENERAL WORKING CONDITIONS

- Must be available to work flexible hours, including days, evenings, weekends, holidays, with potential for split shifts.
- This is a position with the BC General Employee's Union (BCGEU).