

TOWN OF PORT MCNEILL

JOB DESCRIPTION



DEPARTMENT:
VISITOR EXPERIENCE

POSITION TITLE(S):
Visitor Experience Counselor

REPORTS TO:
Manager of Visitor Experience

Position Summary:

To provide a knowledgeable, friendly, confident, and pleasant engagement with visitors and guests. To carry out duties in the Visitor Centre, Museum and at Remote Locations. This position is responsible for a variety of tasks and duties which require daily interaction with the public. Some tasks and duties may be physical in nature and require the use of simple tools and equipment. Office is open 7 days a week during the summer and successful applicants will need to be available from Sunday through Saturday.

Duties and Responsibilities:

1. Assisting the public and visitors:

- Answering inquiries via phone and email in a polite, timely manner.
- Greet visitors at the Visitor Center in a respectful, polite, and courteous manner and providing information on North Island Amenities.
- Collection of stats for the Visitor Centre.
- Working with youth on educational programs

2. Maintenance:

- Clean up of Visitor Information Centre and Museum
- Garbage, debris, and waste pick up
- Sweeping and cleaning of walkways, sidewalks, and public areas
- Refilling of doggy bag holders
- Restock stationary racks and maintain cleanliness in the Visitor Centre
- Other related duties may be assigned

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Required Knowledge, Abilities, and Skills:

- Must be physically capable of carrying out assigned duties in all weather conditions
- Must be able to communicate effectively in both oral and written form in English
- Must be able to exercise courtesy and tact when dealing with other employees and the public
- Ability to work with youth
- Must be able to work safely in accordance with Worksafe BC Regulations and Municipal Personal Preparation Equipment policy
- Be able to work quickly and efficiently on an unsupervised basis
- Be able to work with basic computer programs
- Become familiar with Port McNeill town polices, by-laws, and other government regulations as they apply
- Be familiar with Port McNeill and the surrounding area.

Education and Experience:

1. Be a high school or post-secondary student
2. WHMIS and/or first aid certification would be an asset
3. Work experience in the tourism industry would be an asset
4. Customer service experience would be an asset

Training:

The Town of Port McNeill will train student employees in the following areas:

- Destination BC Visitor Services Training
- WHMIS
- Safe Work Procedures
- Compliance with WorkSafe BC Standards
- Work evaluation
- Customer service experience
- Experience working within local government policies, by-laws, and other Provincial/Federal government regulations