

TOWN OF PORT MCNEILL

JOB DESCRIPTION



DEPARTMENT:
VISITOR EXPERIENCE

POSITION TITLE(S):
Visitor Experience Coordinator

REPORTS TO:
Manager of Visitor Experience

The contract term for the position of Visitor Experience Coordinator will be from May 1st, 2023 to September 30, 2023 with possible options for extended terms.

Working with the Manager and tourism stakeholders, the successful candidate will, amongst their other duties, develop and coordinate ongoing social media programs that are focused on growing and enhancing the Port McNeill visitor experience.

The proponent must have excellent communication skills, diplomacy and tact when dealing with the public. This position ensures the professional and timely dissemination of information to internal staff and management and externally in the community served.

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 Remote Locations. This position is responsible for a variety of tasks and duties which require daily interaction with the public. Office is open 7 days a week during the summer and successful applicants will need to be available from Sunday through Saturday.

The successful candidate shall act as an ambassador for the Town of Port McNeill in all dealings with the public, staff & Council and may be required to perform other duties as required by the position.

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Duties and Responsibilities:

- Provide support, leadership, and training to the summer youth workers.
- 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
- Work with the Visitor Experience Manager to coordinate events for the Town of Port McNeill (example: Museum Season Launch, Canada Day, OrcaFest, etc.)
- Provide support to the Manager of Visitor Experience by maintaining social media brand presence for Tourism, and the Town of Port McNeill.

Qualifications & Experience:

Your resume and cover letter must clearly describe how you meet the following qualifications:

- Excellent communication skills both written and verbal.
- Working knowledge of basic graphic design, brand development and promotions.
- Basic understanding of databases, spreadsheets, and design software.
- Sound working knowledge of program development and implementation.
- Ability to prioritize projects, strong problem-solving skills.
- Ability to work in an environment of strict confidentiality.
- Ability to multitask while working in an open office environment.
- Flexible and able to manage multiple requirements in a fast paced, environment.
- Excellent organizational skills.
- Detail oriented with a high degree of accuracy.
- Strong human service orientation.
- Able to build and maintain positive working relationships with others.
- Foster teamwork and work cooperatively and effectively with others to set goals, resolve problems and make decisions that enhance organizational effectiveness.
- Patient, optimistic, good sense of humor and strong team player.

Please submit application to: cwoo@portmcneill.ca or drop off at the Town Office at 1775 Furney Place