

Tourism PRINCE GEORGE

STUDENT EMPLOYMENT OPPORTUNITY

About Tourism Prince George

Tourism Prince George Society operates as the destination marketing/management organization within the city of Prince George. Our team works closely with our local tourism partners to develop innovative campaigns that will drive visitation to Prince George.

Position:

Visitor Information Counsellor

Summer employment runs from May to September 2018

Job Description:

The role of the Visitor Information Counsellor is to maximize the economic benefits of tourism by promoting tourism products and services. Reporting to the Manager, Visitor Services you will be responsible for the effective delivery of travel information to visitors that come through the Visitor Information Centre with the goal to extend their length of stay and ensure that they have a remarkable travel experience in the region.

Duties and Responsibilities:

- Provide accurate information on tourism products and services based on visitor requests regarding destinations, transportation, accommodation, options and costs, etc.
- Assist visitor inquiries in person, by phone, and via email and ensure visitor understanding of the information provided
- Provide mobile visitor services at local events and festivals throughout the season
- Promote and sell tourism products and services
- Book accommodations, transportation, etc. reservations using computerized reservation
- Develop a strong knowledge of Tourism Prince George's stakeholders to best promote and sell their products and services
- Gather and record accurate visitor statistics
- Post current event information of interest to visitors and locals
- Participate in familiarization tours and stakeholder presentations
- Ensure brochure racks are fully stocked and resource materials are accurate and up-to-date
- Stock and sell retail merchandise and handle cash transactions
- Provide assistance and support to other Tourism Prince George departments and other administrative duties as required
- Perform other administrative duties as required
- Comply with professional dress code and follow all Standard Operating Procedures as outlined for the Visitor Centre

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Requirements:

- Fulltime secondary or post-secondary student in an accredited institution who is returning to fulltime studies in the next academic term
- Excellent customer service skills with previous front line sales experience
- Ability to work independently and as part of a team
- Knowledge of local attractions, transportation and accommodations
- Knowledge of Prince George, surrounding areas and British Columbia
- Energetic, self-motivated, and results-oriented
- Ability to work in a fast paced environment and effectively multi-task
- Excellent verbal and written communication skills
- Good organization skills with the ability to pay attention to detail
- Ability to take initiative in any given situation
- Must be computer literate with a working knowledge of social media tools
- Customer service certifications (ie. WorldHost, Destination BC's VIC Certification) or post-secondary education in a related field is an asset
- Knowledge of a second language and a valid driver's license is an asset but not required
- Must be flexible to work a variety of shifts including weekdays, weekends, and holidays
- Must be flexible to work mornings and evenings (Visitor Information seasonal hours are 8:00 am – 7:00 pm daily)
- Ability to lift 50 lbs

Salary:

\$13.00 per hour

Application Process:

Please email your resume and cover letter to Tourism Prince George at admin@tourismpg.com by **Friday, February 23rd, 2018 at 4:30 pm**. We thank all candidates in advance for their interest; however only those short listed will be contacted for an interview.