



## District of Taylor

### Student Employment Opportunity

#### Travel Counsellor

#### 16 Week – Canada Summer Job Position Community Services

Are you a highly motivated, enthusiastic, and dedicated student seeking summer employment that will expand your skillset and knowledge?

The District of Taylor is inviting students from the Taylor area to apply for the position of Travel Counsellor at the Visitor Centre. Reporting to the Program and Events Coordinator, the Travel Counsellor position serves as a crucial link between the visitor and direct and indirect tourism service providers. The successful candidate will spend a considerable amount of time answering questions about the area, history, attractions, and weather with travelers, and will supplement personal knowledge with written documentation/publications, as well as information found on the internet.

This position is in conjunction with the Canada Summer Jobs program and is an initiative of the Youth Employment and Skills strategy, which aims to provide flexible and holistic services to help all young Canadians develop their skills and gain paid work experience to successfully transition in the labour market.

The ideal candidate will be aware of and dedicated to working safely according to applicable standards, policies, and procedures, will have excellent communication, customer service, and time management skills, are able to work in a team environment or individually, and will have proficient computer, inventory, and administrative skills. Previous knowledge of attractions, events and the local area, and experience in sales and cash handling will be considered an asset.

Seasonal operational hours are 35 hours per week from 9:00 a.m. to 5:00 p.m., and the successful candidate must be available to work a variety of schedules including weekends, statutory holidays, and special events.

The hours of work for this position is 35 hours per week, for 16 weeks, and the position's pay rate is \$15.65 per hour.

With your resume, please provide a cover letter that articulates how your skills and abilities make you an ideal candidate. **Submissions will be received until Friday, June 10, 2022 at 4:30 p.m. local time.** While the District appreciates all applicants, only those short-listed will be contacted.

Please address your application to:  
Lisa Ford, Deputy Corporate Officer  
PO Box 300  
Taylor, BC V0C 2K0  
Phone: (250) 789-3392  
Email: [lford@districtoftaylor.com](mailto:lford@districtoftaylor.com)



## DISTRICT OF TAYLOR

### Travel Counsellor

### Job Description

<b>Title:</b> Travel Counsellor	<b>Date:</b> April 7, 2022
<b>Department:</b> Community Services	<b>Job Category:</b>
<b>Reports To:</b> Programs and Events Coordinator	<b>Job Number:</b>
<b>Interacts With:</b> Community Services, Destination BC, General Public	<b>Wage Scale:</b>

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#### **General Summary:**

Working out of the Visitor Information Centre, the Information Counsellor serves as the crucial link between the visitor and direct and indirect tourism service providers. He/she spends a considerable amount of time answering questions about the area, history, attractions and weather. Much of the time is spent listening and speaking with travelers. To meet the traveler's needs, Information Counsellors will be supplementing their personal knowledge with written documentation/publications as well as information found on the internet.

#### **Primary Duties and Responsibilities:**

##### **General**

- Provides excellent services to the community, ensuring professional, friendly, and efficient interactions with community members
- Presents and maintain a professional, positive and tactful attitude when dealing with internal and external stakeholders. Supports and champions the activities of a respectful workplace
- Understands, complies and reinforces the District of Taylor policies, programs and guidelines applicable to the department
- Actively engaged in appropriate, accurate, timely, and transparent communication flow with stakeholders (both internally and externally) to ensure accurate information is shared on an ongoing basis

##### **Health and Safety**

- Awareness of and dedication to working safely according to applicable standards, policies and procedures

##### **Visitor Information Centre Services**

- Answers questions and provide information specific to region or site
- Distributes promotional materials
- Promotes tourism products
- Encourages extended, new and return visits
- Gathers information and develop new resources
- Performs administrative tasks

- Stocks and sells merchandise
- Handles cash transactions
- Creates a professional, welcoming, and knowledgeable experience for visitors

**Requirements and Qualifications:**

**Education and Experience:**

- Grade 12 diploma or equivalent
- Tourism British Columbia Visitor Counselor Trainer Certification.
- SuperHost program certification
- A college diploma or vocational training in tourism is preferred
- Knowledge of a second language is an asset

**Knowledge, Skills, and Abilities:**

- Excellent communication and customer service skills
- In depth knowledge of attractions, events and the local area
- Research skills are an asset
- Previous experience in sales and cash handling is an asset
- Inventory and administrative skills
- Time management skills
- Excellent communication skills both verbal and written
- Advanced interpersonal skills, comfortable interacting with a variety of visitors, ages, backgrounds and languages
- Able to work effectively in a team environment and individually
- Proficient Computer Skills (MS Office, General local internet searches)

**Other Requirements:**

- Completion of a Criminal Record Check (including vulnerable sector)
- Legally entitled to work in Canada

**Working Conditions (environmental conditions, physical demands, travel, etc.):**

- Seasonal operational hours are May-Sept, 7 days a week, 9am-5pm. Must be available to work a variety of schedules including weekends and special events.
- General office conditions – ergonomic and eye strain considerations associated with desk and computer work
- Ability to stand for long periods
- Some lifting, bending, kneeling, squatting (managing cases of brochures and other material)
- Some travel for training purposes may be required

**Disclaimer:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Related duties, responsibilities and activities may be assigned at any time with or without notice.

**Approval:**

Maira Green	Chief Administrative Officer		05-09-2022
Name/Title	Office ✓	Signature	Date
Ryan Galay, Director, Community Services			05-09-2022