

**Position Title:** Visitor Information Centre Student

**Work Relationship:** Reports Directly to Community Development/Document Management Coordinator

**WAGES:** \$14.00 - \$15.00/hour

**Purpose of the Position:**

Under the direction of the Community Development Coordinator/Document Management Coordinator or his/her designate, to provide information and assistance to the public.

**MAJOR RESPONSIBILITIES:**

**1. Program/Service**

Duties include but are not limited to:

- Familiarizing yourself with tourist attractions, accommodations, services and programs in the area, and being able to articulate this information to the public, whether in person or by telephone.
- Welcome visitors in a warm, friendly, professional manner (well-dressed and groomed).
- Distribute travel literature, assist tourists with directions, maps and answer questions.
- Encourage visitors to experience aspects of our region.
- Set-up displays and brochure racks in an organized, neat and accessible manner.
- Ensuring that you maintain an adequate supply of information for use by the public, e.g. maps, brochures, information booklets, etc.
- Collect statistics (through discussion with tourists), prepare reports.
- Maintaining the Visitor Information Centre in a clean and tidy manner. Sweeping and washing the floor of the booth, cleaning bathroom, washing windows (inside and out), and removing debris on a regular basis.
- Weeding and watering flowerbeds outside of the Visitor Information Centre.
- Picking up litter and debris outside of the Visitor Information Centre.
- Ensuring that there are adequate supplies for the operation of the Visitor Information Centre, e.g. paper towels, toilet tissue, cleaning supplies, garbage bags.
- Emptying the garbage cans at Station Park on a regular basis.
- Attending training session(s) as required.
- Performing other related duties as assigned.

**2. Human Resources**

Not responsible for supervising or directing the work of others.

**3. Financial Resources**

Not responsible for the preparation of budgets or acquisition of funds.

**4. Material Resources**

- Will have access to a computer.
- Responsible for the safe and effective use of equipment and supplies.

**SKILL AND EFFORT**

## **5. Knowledge**

- Well developed enthusiasm and interest in promoting tourism.
- Excellent communication skills and personable image.
- Ability to assist people in a friendly, cheerful manner.
- Interest in developing personal knowledge of local area and travel experiences.
- Computer Skills.
- Must have the ability to record and report statistics as required by OVTA.
- Must adhere to all health and safety policies and procedures of the municipality.

## **6. Physical Skill and Effort**

- Some lifting is required.

## **7. Decision Making and Judgement**

Work is performed under the direct supervision of the Community Development Coordinator/Document Management Coordinator or his/her designate. Access is also available to established policies and procedures for the municipality.

Judgement is exercised in:

- Working without supervision once the task has been outlined.
- Notifying supervisor of safety or operational problems or issues as they arise.
- Ensuring that work activity is carried out according to quality standards established by supervisor.

## **8. Interpersonal Skills/Contacts**

Interpersonal skills to work with the public.

Internal:

- With other co-workers for the purpose of sharing information to complete work assignments.

External:

- With the public, providing polite and tactful responses to inquiries.

## **WORKING CONDITIONS:**

### **9. Environment**

- Works in and around Tourist Information Booth and Station Park.

### **10. Control over Work Schedule**

- Normally not required to work overtime.
- Work is conducted during hours as established by Council, however, additional hours may be required to ensure appropriate staffing for events and programs.

**The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all the work requirements that may be inherent in this classification.**