

**Position Title:** Tourism Services Coordinator / Horticultural

**Work Relationship:** Reports Directly to Community Development Coordinator

**WAGES: \$17.20 - \$19.50/hour**

**Purpose of the Position as it relates to Tourism Services Coordinator:**

Under the direction of the Community Development Coordinator or designate, to provide information and assistance to the public twice weekly.

**Purpose of the Position as it relates to Plant Caretaker:**

To plant, water, weed, fertilize and deadhead flowers in planters and to provide general care and maintenance to the flowers, planters and picnic benches and tables in various locations in the Village of Killaloe, as well as, to maintain a daily work log indicating times and activities completed throughout each daily work shift.

**MAJOR RESPONSIBILITIES:**

**1. Program/Service as it pertains to Tourism Services Coordinator**

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.
- Organize new brochures and materials to maintain a clean, updated distribution area.
- Record all visitors in the daily visitor log.
- Clean and maintain public benches and picnic tables as required.

## 2. Program/Service as it pertains to Plant Caretaker

- Planting, then watering and fertilizing planters/flower areas located at various locations in the Village of Killaloe as follows:
  - i. At the Visitor Information Centre – water planters and flower area as needed.
  - ii. At Station Park. – water long planters at entrance of park by soaker hose for one to two hours each day. Water barrels with two buckets of water to each barrel, unless soil is fully wet. Weed parking lot as required.
  - iii. At Sheryl Boyle Park, water hangers and all other plants.
  - iv. At Killaloe Pathways Park, water plants at main entrance.
  - v. Planters on Queen Street Bridge – Water with three buckets of water in each planter, unless soil is fully wet.
  - vi. Flower area (including planter box) around the fountain across from the Municipal Office.
  - vii. Flower area at the Medical Centre (weed and turn soil and apply mulch at the beginning of the season and then continue with weed and/or add mulch on an “as need basis”.
  - viii. Planters at Municipal Office – Water with one bucket of water in each planter, unless soil is fully wet.
  - ix. Clean picnic benches and tables located in the Village of Killaloe.
- All watering is to be done early in the day, on a daily basis, so as to ensure that the plants are receiving the full benefit of the watering. Feel the soil in the planters to help gauge the level of water they require. If it has been raining, they may still need a full watering, as the rain does not always penetrate the planters well. If the soil is wet do not water, but if the soil is just slightly moist on the surface or is dry, watering is required.
- Deadhead flowers to encourage new growth.
- Weed all planters on an “as needed” basis.
- Weed and water perennial garden in Station Park on an “as needed” basis.
- Return shed key to holder at Station Park and ensure that all hoses that have been used are left neatly and correctly wound on hose reels.
- Fertilize all planters one day every second week from July 15th to September 30th. Fertilize the long planters at Station Park by watering as usual for 1-2 hours, then gently watering using buckets of water with dissolved fertilizer.
- Maintain a daily work log.

**Note: Amount and type of fertilizer required will be determined in consultation with the Community Development Coordinator or designate prior to application.**

## 3. Human Resources

- Not responsible for supervising or directing the work of others.

## 4. Financial Resources

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

## **5. Material Resources**

- Will have access to a computer.
- Responsible for the safe and effective use of equipment and supplies.
- Carries out work assignments using a variety of resources and equipment and selects the correct equipment to perform all jobs.
- Maintains equipment and resources in safe condition.
- Makes Supervisor aware of needed repairs and/or replacement of equipment and/or resources.

## **SKILL AND EFFORT**

### **6. 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.
- Knowledge required to work safely and efficiently.
- Knowledge of plant maintenance.

### **7. Physical Skill and Effort**

- Good physical condition with the ability to handle physical demands that are required to carry and lift.

### **8. Decision Making and Judgement**

Work is performed under the direct supervision of the Community Development Coordinator or designate. Judgement is exercised in:

- Working without supervision once the task has been outlined.
- Performing the tasks assigned once they have been outlined by the Community Development Coordinator or designate.
- Notifying Community Development Coordinator or designate of safety or operational problems or issues relating to the job as they arise.
- Ensuring that work activity is carried out according to quality standards established by the Community Development Coordinator or designate and established municipal policy.

## **9. Interpersonal Skills/Contacts**

### Internal:

- With other co-workers for the purpose of sharing information to complete work assignments.
- Works under the direction of the Community Development Coordinator or designate for the purpose of completing work assignments.

### External:

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

## **WORKING CONDITIONS:**

### **10. Health & Safety:**

- Will be required to follow all established health and safety policies.
- Will be required to wear sunscreen as dictated by weather conditions, a safety vest and gloves, all of which will be supplied by the municipality.
- Will be required to provide own hat, and safety footwear.

### **11. Environment**

- Works in and around the Visitor Information Centre and Station Park.
- May be exposed to inclement weather occasionally.
- Will be required to handle fertilizer and mulch.

### **12. 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.
- Will be required to maintain a daily work log.

**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.**