

Job Description
Summer Student Tourism Counsellor
35 hours per week, 9-14 weeks

Summary:

The Summer Student Tourism Counsellor promotes the Sunshine Coast to global visitors by working with small business, Chamber of Commerce, Tourism Partnership Association and other visitor centres across the province. The Counsellors project friendly enthusiasm to visitors and assist in keeping community and visitor information up to date.

Key Duties and Responsibilities:

- Provides tourism and community information as needed to serve people visiting the Centre.
- Answers enquiries by mail, email, and phone.
- Keeps all brochure racks well-stocked and organized.
- Maintains an up to date inventory of tourism and community information, including events.
- Post current information of interest to visitors, such as Tourist Alerts, road, ski and weather reports, fishing closures, community events.
- Compiles and maintains statistics as required by Tourism BC.
- Maintains a presence on Social Media – Facebook, Twitter, Instagram and Trip Advisor.
- Provides retail service, eg: ticket sales, sale of Visitor Centre product.
- Complies all SCCSS policies and procedures including participating in Health and Safety drills when required.
- Assists in maintaining cleanliness of the site facilities.
- Represents SCCSS in a positive and professional manner.
- Complies with all.
- Supports the mission, vision and values of SCCSS.

Qualifications:

- Meet the requirements of the Canada Summer Jobs Grant funding including being full time student between the age of 15 and 30 returning to full time studies in the next academic year.
- Excellent oral, written, facilitation and interpersonal communication skills.
- Strong knowledge of Sechelt and Sunshine Coast community resources and shísháhlh Nation.
- Strong planning and organizational skills.
- Excellent computer skills in Office, Windows, web applications, etc.
- Team player, yet able to work independently, with initiative.
- Flexible, able to adapt to change and open to learning.
- Ability to work in a busy environment with many competing demands.
- Excellent social media skills.
- Ability to work flexible schedule including evenings and weekends.
- Proficiency in French language is an asset.
- Experience working with diverse communities is an asset.
- Successful results of criminal records check.

Working Conditions

This position primarily works indoors in a busy public access centre.

Physical Requirements

Extended periods of standing

Lifting and moving of supplies including office supplies and other related equipment.

Bending and reaching to restock shelves.