



Job Description

Creston Valley Visitor Centre (CVVC) Representative

Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: Creston Valley Visitor Center (CVVC) Coordinator

TITLE OF IMMEDIATE SUBORDINATES: Could vary by assignment

DEPARTMENT:

SUMMARY OF POSITION:

Under the direction of the CVVC Coordinator, the CVVC Representative's primary role is to provide visitors with information to enhance their experience in the area and promote longer stays in the Creston Valley. Additional duties include retail sales, maintenance of displays, tracking tourist requests and required information, and working collaboratively with other CVVC staff. CVVC Representatives will also be expected to promote and assist with local CVVC driven events where appropriate and provide mobile visitor services in the community.

ROLE AND RESPONSIBILITIES:

1. Identify visitors' needs, offering information and promoting tourism products and services.
2. Provide accurate information to visitors regarding destinations, transportation, accommodation etc., options and costs, and suggest suitable products in the community, region or province.
3. Respond to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties.
4. Cooperate with CVVC Coordinator in the organization, implementation and follow-up of Visitor Center related special events.
5. Track detailed visitor information as required.
6. Maintain displays and brochure stands.
7. Refer inquiries to the appropriate individuals, services, or departments across the organization, or to external organizations if appropriate.
8. Receive payments from customers and process daily.
9. As described in daily shift procedures: cash out and balance of Visitor Centre float, and inventoried items for sale.
10. Maintain general cleanliness and professional appearance of Visitor Center.
11. Promote and assist with local CVVC driven events.
12. Provide mobile visitor services in the community as directed.

13. Perform other administrative tasks as required.
14. Follow Work Safe BC and Occupational Health & Safety Guidelines at all times.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- High school diploma or GED, or an acceptable combination of education and experience.
- Previous customer service work experience in a fast paced environment.
- Experience working with Microsoft Office products, including Excel, Word, and Outlook or willingness to learn.
- Experience with cash handling and reconciliation.
- World Host Certification (can be obtained after hired).
- Destination BC Visitor Center Counselling Certification (can be obtained after hired).
- Thorough knowledge of the Creston Valley and Kootenay Region.
- Must be a youth aged 15-30 or currently be enrolled in full-time school and planning to return to further full-time studies in the fall.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to work with minimal supervision and exercise considerable independence of judgment.
- Superior telephone manners and strong interpersonal skills.
- Strong written and verbal skills to communicate with a diverse range of individuals.
- Strong customer service orientation and an ability to communicate courteously and effectively with the public.
- Ability to maintain and preserve confidentiality and act with tact and diplomacy.
- Ability to understand and carry out established accepted procedure.
- Ability to effectively manage interruptions and constantly changing priorities.
- Willingness to learn and adapt to change.
- Ability to speak a second language, in addition to English, would be considered an asset.

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

_____	_____	_____
Employee Name	Employee Signature	Date
_____	_____	_____
Employer Representative Name	Employer Representative Signature	Date