

**Position Title:** Visitor Information Centre (VIC) Summer Student

**Working Relationship:** Reports directly to the Economic Development Officer (EDO)

**Purpose of Position:**

This position plays a vital role in supporting the mandate to attract more visitors to Provost and area, to provide information and assistance to the public.

This is a seasonal position, operational between May and September. This position receives supervision but is expected to be self-driven and maintain close connections with stakeholders and partners. Duties are performed independently using the incumbents experience and judgement. Must be comfortable working alone and following safety procedures.

**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, by telephone or electronically.
- Welcome visitors in a warm, friendly, professional manner (well-dressed and groomed).
- Distribute travel literature, assist tourists with directions, maps & answer questions.
- Encourage visitors to experience aspects of our region.
- Helping visitors install or download travel apps. Especially our “On This Spot” walking and driving tour.
- Set-up displays and brochure racks in an organized, neat, and accessible manner.
- Ensuring 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.
- Creating interesting Social Media content (through discussion with tourists).
- Maintaining the Visitor information Centre in a clean and tidy manner. Sweeping/ vacuuming the floor of the tipi, cleaning bathrooms, washing windows (inside and out), and removing debris on a regular basis.
- Weeding and watering flowerbeds 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.
- Assisting Mural Artist in various ways as needed during mural installation.
- Speaking to the public and being knowledgeable on the mural progress.

- Performing other duties as assigned.

## **Skills and Effort**

### **2. Knowledge**

- Well developed enthusiasm and interest in promoting tourism.
- Excellent communication skills and personable image.
- Proven resilience in a customer service environment.
- Demonstrate ability to problem solve.
- Ability to assist people in a friendly, cheerful manner.
- Interest in developing personal knowledge of local area and travel experiences.
- Computer skills.
- Must adhere to all health and safety policies and procedures.

### **3. Physical Skills and Effort**

- Some lifting and bending required.

### **4. Decision Making and Judgement**

Judgement is exercised in:

- Working without supervision once the task has been outlined.
- Notifying supervisor of operational problems or issues as they arise.

### **5. Work Schedule**

The Visitor Information Centre (VIC) will be open:

Thursday to Monday 10am to 6 pm

From May until September

If you feel you would be the right fit for the Visitor Information Centre for the 2024 season. Please submit a cover letter or resume by April 17, 2024, 4:00pm. You may drop off resume to the Town of Provost Office 4904- 51 Avenue. Or email [edo@townofprovost.ca](mailto:edo@townofprovost.ca)

Only those selected for an interview will be contacted.