



Position Title	Visitor Information Centre Counselor
Reports to	Visitor Information Centre Manager
Salary Range	\$12.25/hour
Classification	Seasonal (Mid-May – October 21, 2016)

Position Summary

To work with the Visitor Information Centre Manager to deliver information and services that encourage positive tourism experiences in and around Wolfville through the Visitor Information Centre. In this role, particular emphasis should be placed on knowledge and promotion of Wolfville and communities included in the Fundy Shore and Annapolis Valley Region of Nova Scotia. **Bilingual applicants will be given preference.**

Principle Duties and Responsibilities:

1. Serve as representative of the area encompassing Wolfville and the Fundy Shore and Annapolis Valley in a front-line guest capacity.
2. Satisfy visitors' needs by asking and answering questions and providing information in-person, by phone, e-mail, or regular mail, in a professional manner.
3. Post reservation vacancies for local accommodations on vacancy board.
4. Liaise with the merchants, and restaurant owners, wineries, etc. to provide tourists with the most up-to-date and accurate information.
5. Take initiative to introduce and promote tourism-related activities and events to encourage longer stays and return visits to Wolfville and surrounding area within the Fundy Shore and Annapolis Valley Region.
6. Ensure literature racks are filled and extra supply stock maintained.
7. Assist Visitor Information Centre Manager with administrative tasks including handling of faxes, e-mail inquiries and maintenance of daily visitor statistics.
8. Adhere to all provincial and municipal Occupational Health and Safety policies, guidelines and standard operating procedures.
9. Other duties as required.

Requirements:

- A thorough knowledge of Wolfville, its surrounding area, and the Fundy Shore and Annapolis Valley Region in general including its attractions, geography, culture and the ability to communicate this information to the visitor.
- A general knowledge of the province of Nova Scotia.
- Excellent verbal and written communication skills combined with a genuine desire to assist the visitor.
- Basic computer skills with particular emphasis on use of internet based tourism resources.
- Ability to determine specific literature and/or information required to the meet needs of the customer.

Please send applications to jcollicutt@wolfville.ca by April 20th, 4:30 p.m. Only those selected for an interview will be contacted.