



# Job Description

## Creston Valley Visitor Centre (CVVC) Senior Representative

Regional District of Central Kootenay

*Creston, BC*

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

**TITLE OF IMMEDIATE SUBORDINATES:** CVVC Representatives, as designated

**DEPARTMENT:** COMMUNITY SERVICES

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### SUMMARY OF POSITION:

Under the direction of the CVVC Coordinator, the CVVC Senior 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 maintenance of displays, tracking visitor statistics, and working collaboratively with other CVVC staff. CVVC Representatives are also expected to promote and assist with local CVVC driven events where possible. The CVVC Senior Representative will take on a supervisory role when the CVVC Coordinator is absent and will act as an ambassador to tourism in our region—an extremely important role for the Creston Valley.

### 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. Maintain general cleanliness and professional appearance of Visitor Centre.
9. Perform other administrative tasks and duties as needed.
10. Follow Work Safe BC and Occupational Health & Safety Guidelines at all times.
11. Ability to take on a supervisory role, as designated, when the CVVC Coordinator is absent which may include; administering office supplies & stationary, scheduling and supervising seasonal staff, maintaining

cleanliness & professional appearance of the CVVC etc.

12. Able to work a varied work schedule.

13. Other duties as assigned.

#### **REQUIRED QUALIFICATIONS AND EXPERIENCE:**

- High school diploma or GED, or an acceptable combination of education and experience
- 1+ years experience in customer service in a fast paced environment
- Supervisory experience, or experience working in a position with a high level of responsibility/autonomy
- Experience working with Microsoft Office products, including Excel, Word, and Outlook
- Experience with cash handling
- Superhost Certification (can be obtained after hired)
- Destination BC Visitor Center Counselling Certification (can be obtained after hired)
- Demonstrated knowledge of the Creston Valley and Kootenay Region

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to work with minimal supervision and exercise considerable independence of judgment.
- Superior telephone manners and strong interpersonal skills.
- Maintain a superior level of customer service and high level of community knowledge through ongoing training.
- Strong written and verbal skills to communicate with a diverse range of individuals; ability to speak a second language an asset.
- 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 take on a supervisory role when the CVVC Coordinator is on vacation and able to work a varied work schedule.

**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