



Job Posting

Creston Valley Visitor Centre
Creston, BC

CRESTON VALLEY VISITOR CENTRE (CVVC) - SENIOR REPRESENTATIVE

Part-Time — Term
8+ hours per week

This is a term position covering a leave; for approximately 9 months, or until the return of the incumbent.

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.

The CVVC Senior Representative will take on a supervisory role when the CVVC Coordinator is absent & will act as an ambassador to tourism in our region.

REQUIRED QUALIFICATIONS/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 hiring)
- Destination BC Visitor Center Counselling Certification (can be obtained after hiring)
- Demonstrated knowledge of the Creston Valley and Kootenay Region

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to work with minimal supervision and exercise considerable independence of judgment.
- Superior interpersonal skills.
- Maintain a superior level of customer service and community knowledge through ongoing training.
- Strong written and verbal skills to communicate with a diverse range of individuals.
- Strong customer service orientation.

- 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.

Schedule is anticipated to be approximately 8 hours per week and up to 35 hours when Coordinator is absent, with a starting hourly rate of **\$27.13 + 4% in lieu of vacation**.

Applicants should be available to work a varied work schedule that includes day, weekend and/or evening shifts.

This posting, along with a detailed job description, can be found on our website at www.rdck.ca/jobs.

To apply please complete our online form which can be found here: [Employment Application](#).

Applications submitted in the form of a resume & cover letter will be accepted until 9:00am September 23, 2024.

For more information or to apply contact:

humanresources@rdck.bc.ca | 250.352.8150

or visit rdck.ca/jobs

Thank you for your interest in working with the Regional District of Central Kootenay. All submissions will be acknowledged although only those individuals shortlisted to participate in the interview/testing process will be contacted. This posting may be used to fill other similar positions within the RDCK over the next six months.