

DISTRICT OF TUMBLER RIDGE
Visitor Information Services Coordinator

Deadline for applications is 12:00pm (noon) March 20th, 2008

Applications must include a covering letter (no more than 1 pg.) and a resume. Submissions can be made in person, via mail or email.

We appreciate all applications; however, only short-listed candidates will be contacted for an interview. No phone calls, please.

Background

The District of Tumbler Ridge is looking for someone with a pioneering spirit and taste for adventure that would like to become part of the community's quest to establish a thriving tourism industry.

Tumbler Ridge has been described in a myriad of ways; a fledgling mountain resort, Shangri-la of the Northern Rockies, and an oasis in an overdeveloped world. During a visit to the community in 2002, former Mayor of Whistler Ted Nebbeling was shocked to see the striking similarities between Tumbler Ridge and the resort community he helped develop. Surrounded by four provincial parks, a network of 37 hiking trails and a myriad of waterfalls, Tumbler Ridge is an unturned stone for the outdoor enthusiast looking for a fresh challenge. Copious dinosaur finds have brought worldwide attention to the town and the completion of a Museum master plan forecasted for the third quarter of 2008 will bring the goal of a full-scale palaeontological museum closer within reach. These examples help illustrate the growing potential of Tumbler Ridge to become a key visitor destination in Western Canada, and the town requires an enthusiastic, capable Visitor Services Coordinator to make it happen.

Department: Economic Development

General Outline, Scope and Purpose:

The Visitor Information Services Coordinator will help the Economic Development Department in facilitating the growth of Tumbler Ridge's tourism industry in order to increase its contribution to the local economy. In order to achieve these objectives, this position will focus on the areas of visitor reception/education, and assistance with tourism development and marketing.

Examples of Work:

- Assist in coordination and delivery of events;
- Research and acquire funding for projects related to tourism development and marketing;
- Periodically assist with out of town functions, including trade shows, conferences, meetings and seminars that relate to tourism development and marketing;
- Conduct research for special projects and ongoing departmental functions as they relate to tourism development and marketing;
- Prepare statistical records and reports;
- Prepare interoffice memos and reports, in addition to any other documents required for special projects;
- Make regular updates to the District's tourism website;

- Field tourism-related inquiries from the general public via phone, email and the District website;
- Assist with public outreach activities, including information collection and distribution;
- Coordinate and distribute visitor and local event information throughout the community;
- Collect, organize, display and distribute informational materials throughout the community;
- Provide tourism, businesses and event information to visitors and other patrons of the Visitor Centre;
- Train and supervise visitor employees and volunteers on a seasonal basis;
- Develop and maintain strategic partnerships with industry associations, community organizations and businesses for the advancement of tourism in Tumbler Ridge;
- Conduct administrative duties for Visitor Information Services as they arise, including:
 - a. Maintain accurate payroll timesheets
 - b. Correspond with other visitor information centres
 - c. Distribute visitor information and local event information to out of town locations
 - d. Coordinate the acquisition, display and sale of souvenir items at the VC;
 - e. Field tour inquiries made by the public and coordinate tour bookings when needed
- Complete general housekeeping and janitorial duties at the VC;
- Other duties as assigned.

Reporting Structure:

The Visitor Information Services Coordinator reports directly to the Economic Development Officer.

Working Conditions:

The Visitor Information Services Coordinator will work Monday to Friday within the hours of 9:00am to 5:00pm to ensure effective performance. This position will periodically require working several hours after regularly scheduled work hours, including weekends.

Skills and Requirements:

1. Grade 12 or equivalent
2. Excellent clerical skills
3. Excellent interpersonal and public relations skills
4. Excellent organizational and communication (both written and oral) skills
5. Working knowledge of and experience with Microsoft Word, Excel and Outlook
6. Working knowledge of and experience with Adobe Acrobat and desktop publishing programs (I.e. Adobe Photoshop Elements)
7. Working knowledge and experience with website content management programs (I.e. Macromedia Contribute)
8. Operational knowledge and skills in basic accounting
9. Experience with statistical collection and record keeping
10. Professional experience in activities directly related to economic development
11. Professional experience in tourism marketing and development
12. Experience in the organization and delivery of events

13. Candidate must be responsible for protecting confidential information and is expected to exercise courtesy, tact and diplomacy in the exchange of non-routine information with other District employees and the general public.
14. Capable of working independently and meeting deadlines.
15. Visitor counselling experience and Tourism BC Visitor Information Counsellor certification an asset.
16. Super Host trainer certification is an asset

Job Classification: Visitor Information Services Coordinator (Recently changed from Visitor Information Services Manager/Tourism Development Assistant): Full-time, permanent

Wage rate: \$19.47/hr.

Benefits: This is a union position, and as such is entitled to full benefits as outlined in accordance with Article 14 of the District of Tumbler Ridge/C.U.P.E. Local 2979 Collective Agreement.