

EXTERNAL JOB POSTING



ECONOMIC DEVELOPMENT

Position:	Visitor Centre Student Travel Counsellor		
Type:	Full Time Contract (May 1 to September 4, 2023) 35 hrs./wk. including weekends	Location:	PKT Visitor Centre Venture North Building 270 George Street, North Peterborough
Salary:	\$16.50/hr.		
Posting Date:	January 19, 2023	Closing Date:	February 10, 2023

Peterborough & the Kawarthas Tourism (PKT) is a division of Peterborough & the Kawarthas Economic Development (PKED) and the official Destination Marketing Organization (DMO) for the City and County of Peterborough. It is a not-for-profit organization partnering with more than 400 tourism businesses, with the objective of promoting the destination, increasing visitation and economic impact for the industry and the community. PKT provides industry leadership and destination marketing services to attract visitors to the region and operates the year-round Visitor Centre located in the Venture North Building at 270 George Street North, in Peterborough.

As a Travel Counsellor, you help achieve PKED's mission by providing superior customer service to new and local visitors which in turn helps to generate tourism-related investments in the local economy. In your role, you are a key member of the Peterborough & the Kawarthas Tourism team. You will work 35 hours per week which will include weekends, Public Holidays and potentially some evening events as required.

This position is potentially being funded in part by a federal grant. All applicants must be:

- a. between 15 and 30 years of age (inclusive) at the start of employment;
- b. a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*; (Note: International students are not eligible. Recent immigrants are eligible if they are Canadian Citizens or permanent residents.) and
- c. legally entitled to work according to provincial legislation and regulations.

Accountabilities and Responsibilities:

Visitor Centre (VC) customer service and relationship building:

- Provide reception services throughout the week, on weekends and Public Holidays, providing the first point of contact for confidential and superior customer service (including in person, phone, email, online chat and social media inquiries). NOTE: This is a full-time position at 35 hours per week. Your days of work will fluctuate to include weekdays, weekends and Public Holidays.

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- Assist Visitor Experience Officer in the following duties:
 - Maintain the inquiry database (including package inquiries) to track and report on monthly and annual tourism statistics.
 - Maintain up-to-date inventory of all publication needs. Reorder stock as required.
 - Coordinate the receipt of DMO/ RTO/ Associate Guides, business brochures, provincial publications, and maps for Visitor Centre use as required.
 - Maintain accommodation availability records as required by season or event.
 - Prepare tourist information packages as required.
 - Coordinate any necessary distribution of PKT materials as required.
- Maintain sufficient stock in VC brochure racks. Ensuring PKT and partner promotional materials, brochures, maps, associate/DMO/RTO brochures, provincial publications, and other stock is available.
- Provide exceptional customer service that leaves people wanting to return to the region.
- Complete all daily front line duties as required including opening and closing procedures.
- Update and research Visitor General Info documents to ensure accuracy and inclusiveness.
- Complete additional tourism projects as assigned.
- Complete tourism partner reminders for updating registration information and brochure fulfillment.
- Assist with Visitor Services outreach as required.

Experience, Skills and Education:

Experience:

- Strong computer skills; ability to work with customer relationship management software, Microsoft suite of products, Word press and social media (Twitter, Facebook, YouTube, etc.).
- Demonstrated background in research and project management skills an asset.
- Proven track record in tourism and/or customer service environment.
- Experience in customer service is required.
- G Driver's License with clean Driver's Abstract and own vehicle would be an asset.

Skills fundamentally linked to corporate values:

- Build team trust by showing confidence in others abilities, listening and communicating openly.
- Demonstrate strong presentation and communication skills with multiple audiences.
- Show respect for others and welcome diversity.
- Give and receive constructive feedback.
- Lead and contribute positively and productively to teamwork.
- Engage in and encourage healthy debate that helps build stronger outcomes.
- Demonstrate creativity and innovative thinking as well as taking calculated risks.

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Education:

- High School or College diploma or experience in business, tourism, recreation, customer service and/or equivalent.

Please send your application (PDF or Word document) to Barbara van Vierzen, Director of Operations at Recruitment@investptbo.ca by February 10, 2023.

Peterborough & the Kawarthas Economic Development is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. Information is collected solely for the purpose of job selection under the provisions of the Freedom of Information and Protection of Privacy Act.

Thank-you to all applicants. Only those selected for an interview will be contacted.