

Schedule "A"
TOURISM VANCOUVER
METRO VANCOUVER CONVENTION AND VISITORS BUREAU

POSITION DESCRIPTION

Position Title: Visitor Experience Specialist: Seasonal Part-time to September 2018

Department: Experience Vancouver

Reporting to: Manager, Experience Vancouver

Updated: February 2018

POSITION SUMMARY

Reporting to the Manager, Experience Vancouver, the Visitor Experience Specialists are an extension of the sales teams within Tourism Vancouver. The position is responsible to create memorable experiences for the thousands of visitors serviced at the Tourism Vancouver's Visitor Centre by representing Tourism Vancouver member products and services from all sectors of the tourism industry.

The role of the Visitor Experience Specialist is to maximize the economic benefits of tourism by promoting tourism products and services and encouraging visitors to extend their stay in Metro Vancouver. Visitor Experience Specialists are an integral part of Tourism Vancouver's vision to be the global leader in destination sales, marketing and visitor experiences.

POSITION RESPONSIBILITIES

The responsibilities of the Visitor Experience Specialist include but are not limited to the following:

- Identify the needs of visitors and provide accurate and current information on tourism products and services of Metro Vancouver and British Columbia. This includes one-to-one consulting, on-line, telephone and email interactions
- Promote and sell Tourism Vancouver member products through varied channels including LiveChat, other social media channels, over the telephone and face to face
- Generate sales/upsell for tourism products and services
- Handle cash and retail transactions in a timely and accurate manner
- Secure accommodation bookings utilizing Expedia Travel Agent online system
- Transact member products on the RTP Point of Sale system
- Develop an extensive knowledge of tourism products and services, in particular Tourism Vancouver members, to best represent them in order to match with visitors' needs

- Serve Tourism Vancouver members and the community by promoting local tourism products and activities that will result in visitors extending their stay in the destination
- Maintain supplies and information on products and services, including brochure rack maintenance and updating desk resource binders
- Participate in tourism industry familiarization trips
- Assist with special projects as assigned.

QUALIFICATIONS & SKILLS

- Front line sales and customer service experience with a track record of exceeding expectations, committed to sales and service excellence
- Excellent verbal, written communication and interpersonal skills; professional at all times
- Experience with social media for business use
- Extensive knowledge of British Columbia and surrounding regions with an emphasis on Metro Vancouver
- Cash handling experience
- Fluency in a second language is a definite asset
- Self-motivated, demonstrates initiative, a team player, flexible
- Passion for people and having a positive influence on visitor experiences
- Post-secondary education within travel/tourism and/or a relevant discipline and experience
- Flexibility to work a variety of shifts including weekdays, weekends and holidays
- Attendance at occasional weekday (before or after hours) and weekend functions

Please Note: The responsibilities outlined above are representative, but not all inclusive.