

Job Posting

Visitor Experience Co-ordinator

August 2018

About Tourism Kelowna:

As the lead destination marketing organization for the Central Okanagan, Tourism Kelowna works on behalf of 400 local businesses and an entire tourism community to generate overnight visitor demand that economically benefits Kelowna and its surrounding areas. A four-season outdoor playground, Kelowna attracts 2 million visitors annually who in turn generate \$337 million in local spending. A vital economic driver for the region, Kelowna's tourism industry provides 12,000 jobs, \$142 million in tax revenue and generates \$1.25 billion in total economic output annually.

The Opportunity:

Join Tourism Kelowna's Visitor Experience team, become part of Central Okanagan's vibrant tourism industry, and help visitors from North America and the world experience and enjoy our destination. Reporting to the Director of Visitor Experience, the Visitor Experience Co-ordinator is a key resource in delivering Visitor Services initiatives and activities, using exceptional customer service skills to encourage bookings, generate longer stays, increase attraction visitation, increase local spending, and encourage return visits.

Key Responsibilities

- Shared accountability for the operation of Tourism Kelowna's downtown Visitor Centre including customer service, stocking, organization, maintenance, and cleaning;
- Assist in the research, implementation, and support of Tourism Kelowna's IT programs, equipment, and software;
- Co-ordinate mobile visitor services schedule and event registration;
- Oversee the updating and maintenance of digital signage in the downtown visitor centre and airport kiosk locations;
- Co-ordinate and conduct the distribution of Tourism Kelowna printed material, creating monthly progress reports, and maintaining accurate inventory utilizing Simpleview CRM;
- Create and administer a visitor inquiry follow-up program utilizing Simpleview CRM;
- Welcome all visitors, determine needs and service by providing complete and accurate information;
- Provide ongoing sales, customer service, and product knowledge training to frontline staff and volunteers;

Competencies

- Exceptional customer service skills based on consultative inquiry;
- Excellent verbal and written communication skills; second language an asset;
- Attention to detail and ability to handle multiple projects concurrently;
- Strong leadership, decision-making and relationship building skills;
- Experience in budget development, analytical and management skills;
- Superior computer and technical skills;
- Experience with content management systems (CMS) and customer relationship management systems (CRM);
- Goal and results oriented, ongoing commitment to business improvement and efficiencies;

- Positive attitude towards work, colleagues, stakeholders and tourism industry;
- Excellent knowledge of tourism opportunities within the city of Kelowna, region and province;
- Must be able to lift and maneuver 30 lb. boxes;
- Class 5 driver's license required.

Work Experience

- Minimum of 5 years customer service required;
- Managerial and business operations experience preferred;
- Experience working within the tourism and hospitality industry is an asset.

Education:

- Minimum of a university degree or diploma in Tourism or related field.

To Apply:

Please send your resume and a cover letter to hr@tourismkelowna.com. The selection process will begin in early September and the position will remain open until the best, most exceptional candidate is found. Visit www.tourismkelowna.com for more information.