



TOWN OF SAINT ANDREWS

Position: **Visitor Information Centre Supervisor**

Reports to: Chief Administrative Officer

Pay: \$18.00 per hour

JOB SUMMARY:

The Town is looking for an outgoing and enthusiastic individual who enjoys working with the public for the position of Visitor Information Centre Supervisor. This position is responsible for overseeing the day-to-day operations of the Visitor Information Centre, currently located at the W.C. O'Neill Arena Complex, ensuring exceptional customer service, and providing accurate information to visitors. This role involves managing 1-2 staff plus volunteers, coordinating activities, and maintaining the Centre's resources to enhance the overall visitor experience.

DUTIES AND RESPONSIBILITIES:

1. Supervision and Leadership:

- Lead and supervise a small team of visitor Centre staff, including hiring, training, and performance management.
- Provide guidance and support to staff to ensure high-quality service delivery and adherence to Centre policies and procedures.
- Foster a positive work environment that encourages teamwork, collaboration, and professional growth.

2. Visitor Services:

- Serve as the primary point of contact for visitors, providing information about local attractions, events, accommodations, and services.
- Respond to inquiries in person, over the phone, and via email, providing accurate and timely information to meet visitor needs.
- Assist visitors with trip planning, itinerary suggestions, and recommendations based on their interests and preferences.
- Maintain an inventory of brochures, maps, and other informational materials, ensuring they are up-to-date and readily available to visitors.
- Oversee the maintenance of the visitor Centre facility, ensuring cleanliness, safety, and compliance with relevant regulations.

3. Promotion and Outreach:

- Collaborate with local businesses, attractions, and tourism organizations to promote the Visitor Information Centre and its services.
- Develop and implement outreach strategies to attract new visitors and increase awareness of the Centre's offerings.



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4. Administrative Duties:

- Maintain accurate records of visitor inquiries, feedback, and other relevant data for reporting and analysis purposes.
- Prepare regular reports on Visitor Information Centre activities, including visitor statistics, trends, and feedback.
- Assist with budget planning and financial management, monitoring expenses and Identifying cost-saving opportunities.

QUALIFICATIONS:

- Degree or certificate in hospitality management, tourism, business administration, or a related field considered an asset.
- Previous experience in a customer service or hospitality role, with demonstrated leadership and supervisory experience.
- Excellent communication and interpersonal skills, with the ability to interact effectively with visitors, staff, and stakeholders from diverse backgrounds.
- Strong organizational skills and attention to detail, with the ability to manage multiple tasks and priorities in a fast-paced environment.
- Knowledge of local attractions, amenities, and tourism resources is needed.
- Proficiency in Microsoft Office Suite and other relevant software applications.
- Both written and verbal proficiency in English is an asset. Verbal proficiency in French is considered an asset.

WORKING CONDITIONS:

- Flexible working hours, including evenings and weekends.
- The primary hours of the facility are 10:00 a.m. - 8:00 p.m. in the heavy tourist season, and fewer hours in the shoulder season, as determined by the CAO.
- Sustained noise from multiple conversations and activities going on simultaneously.
- Ability to lift 50 lbs.

HOW TO APPLY

Please submit a resume and cover letter stating your interest in the position by **April 22nd, 2024**, to:

VIC Supervisor
Town of Saint Andrews
212 Water Street, Saint Andrews, NB E5B 1B4

Or email: careers@townofstandrews.ca