



Job Title: Seasonal Travel Counselor

Company: Discover Surrey

Location: Surrey, BC (Various Events and Locations)

Job Type: Full-Time Temporary OR Part-Time Temporary, with Opportunities to Continue

Overview: Join Discover Surrey, where you'll immerse yourself in promoting one of British Columbia's most vibrant and culturally diverse cities. As a Seasonal Travel Counselor, you'll play a crucial role in showcasing Surrey's mosaic of urban and natural wonders to visitors from around the world.

Surrey, BC, is renowned for its accessible natural beauty, diverse neighborhoods, and thriving culinary scene. At Discover Surrey, we're dedicated to spotlighting the city's hidden gems and fostering memorable experiences for both visitors and residents.

Position: Full-Time Temporary OR Part-Time Temporary (May 1st, 2024 - August 31st, 2024) with the opportunity to continue.

Visitor Servicing Hours of Operation: Monday through Sunday, with weekends and evenings as required.

Responsibilities:

- Maintain a booth presence at local community events, engaging with visitors to provide accurate information about activities, transportation, directions, accommodations, and more.
- Engage in cross-cultural and multi-lingual conversations to assist visitors and residents from diverse backgrounds.
- Advocate for Surrey and local tourism experiences, showcasing the city as vibrant and rich in opportunities for fun and entertainment.
- Participate in roaming visitor servicing opportunities, distributing promotional materials, and providing information in a mobile format.



- Drive to events, set up and take down booth displays as required.
- Promote local tourism businesses and services to encourage new and return visits.
- Gather and record statistical information related to each visitor party.
- Maintain brochure racks and ensure adequate inventory is always available.
- Collaborate effectively in a visitor servicing team.
- Updating databases and/or creating content for social media and the web.
- Other tasks as assigned.

Requirements:

- Passion for supporting local communities and small businesses.
- Desire to grow a career in tourism, communications, or customer service (preferred but not required).
- Patience in communicating across ability and language barriers.
- Enthusiasm in attracting visitors to engage with the mobile visitor services kiosk.
- Knowledge of attractions, events, and tourism products/services in the local area is an asset.
- Excellent communication skills – face-to-face, telephone, and written.
- Excellent customer service skills.
- Ability to demonstrate initiative and research skills.
- Knowledge of a second language is an asset.
- Sensitivity to other cultures.
- Outgoing, friendly, welcoming demeanor.

Qualifications:

- Class 5 Driver's License Required.
- Must have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada.



- Completion of secondary school preferred.
- Enrollment in or completion of a college diploma/degree or vocational training in tourism is an asset.

Wage: \$17-20/hour.

How to Apply: To apply for this exciting opportunity, please send your resume and cover letter to Discover Surrey's Marketing and Visitor Services Specialist at info@discoversurreybc.com with the email subject line: Travel Counselor Application.

Application Deadline: March 31st, 2024.

Note: Full-time applicants may be eligible for funding through the Canada Summer Jobs grant program, subject to meeting program requirements. Both full-time and part-time positions are available. Apply now and be a part of promoting the beauty and vibrancy of Surrey to visitors from around the world!