



# VISITOR SERVICES COUNSELLOR

Join Discover Surrey and become an ambassador for one of British Columbia's most vibrant and culturally diverse cities. As a Seasonal Travel Counselor, you will play a key role in welcoming visitors, sharing local knowledge, and helping people discover the very best Surrey has to offer.

From beautiful parks and scenic trails to dynamic neighborhoods and an exceptional food scene, Surrey is full of experiences waiting to be explored. In this role, you'll connect with visitors from around the world, highlight local businesses and attractions, and help create memorable experiences through engaging, high-quality visitor services.

Discover Surrey is an equal opportunity employer. Our team and the visitors we serve reflect the rich diversity of our community. We believe that when different people perspectives come together, it leads to remarkable visitor experiences.

## What's in it for you

- \$19-\$20 hourly wage
- Super Host and DBC Training Certification
- Opportunity to gain meaningful, hands-on experience in tourism and customer service.
- A collaborative, positive team environment.
- Potential for continued employment beyond the seasonal term.
- Professional reference letters to support future opportunities for team members who work the entire season.
- Gain exclusive access to local events, attractions, and experiences

### Dates:

April 27, 2026 - August 31, 2026  
(with possibility of continued employment)

### Hours of Operation:

Monday to Sunday, including some evenings and weekends as required

### Positions Open:

Full time - 35-40 hours/ week  
Multiple openings available

### Location:

Surrey, BC (Various Events and Community Locations)

### Reporting to:

Destination Services Manager,  
and Visitor Services Lead





## What you'll be up to

- Represent Discover Surrey at community events and mobile visitor servicing locations.
- Engage with visitors and residents to provide accurate information on attractions, events, transportation, accommodations, and local experiences.
- Promote Surrey as a welcoming, diverse, and exciting destination.
- Drive to assigned events and assist with booth setup and takedown.
- Encourage visitation to local tourism businesses and experiences.
- Support and participate in World Cup related activations and activities.
- Collect and record visitor statistics and engagement data.
- Maintain organized brochure displays and adequate promotional inventory.
- Collaborate effectively with the visitor servicing team.
- Support database updates and contribute to website or social media content when required perform additional duties as assigned.

## What's makes you a great fit

- Passionate about supporting local communities and small businesses.
- Interested in building a career in tourism, communications, or customer service.
- Able to connect with people from all backgrounds with cultural awareness and sensitivity.
- Energetic, approachable, and confident engaging with the public.
- Knowledge of local tourism products, events, and attractions is considered an asset.
- Strong communication skills, including face-to-face, telephone, and written interactions.
- Excellent customer service and interpersonal skills.
- Self-motivated with strong initiative and research abilities.

## What you'll need

- Valid Class 5 Driver's License.
- Valid Social Insurance Number and legal eligibility to work in Canada.
- Completion of secondary school preferred.
- Enrollment in or completion of post-secondary education or vocational training in tourism or a related field is an asset.
- Experience in customer service or tourism- related field is an asset.

## Ready to Apply?

Please submit your resume and cover letter to:

[chelsea@discoversurreybc.com](mailto:chelsea@discoversurreybc.com)

### Subject Line:

Travel Counsellor Application

### Application Deadline:

March 22, 2026

Join us today!

Applications will be reviewed on a rolling basis, and early submissions are encouraged.

