



# VISITOR SERVICING VOLUNTEER

Join Discover Surrey and become an ambassador for one of British Columbia's most vibrant and culturally diverse cities. As a Visitor Servicing Volunteer, you'll be at the heart of the action—welcoming visitors from around the globe and helping them uncover the best of what 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

- Opportunity to gain meaningful, hands-on experience in tourism and customer service.
- A collaborative, positive team environment.
- Chance to stay on with Discover Surrey after the season
- Professional reference letters to support future opportunities for team members who work the entire season.
- Experience Surrey's vibrant festivals and events

### Dates:

Start Date Flexible, preferably - April 27th, 2025

### Hours of Operation:

Monday to Sunday, including some evenings and weekends as required. Minimum of 8 hours per month required.

### Location:

Surrey, BC (Various Events and Community Locations)

### Reporting to:

Visitor Services Lead





## What you'll be up to

- Maintain a booth presence at local community events, engaging with visitors to provide accurate information about activities, transportation, directions, accommodations, and more.
- Support and participate in World Cup related activations and activities.
- Engage in cross-cultural and multilingual conversations to assist visitors and residents from diverse backgrounds.
- Advocate for Surrey and local tourism experiences, showcasing the city as vibrant in opportunities for fun and entertainment.
- 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.
- Other tasks 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

- Must have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada.
- Completion of secondary school is preferred.
- Enrollment in or completion of a college diploma/degree or vocational training in tourism is an asset

## Ready to Apply?

Please submit your resume and cover letter to:

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

### Subject Line:

Visitor Servicing Volunteer Application

Join us today!

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

