



Discover Surrey – Seasonal full-time Visitor Servicing Counsellor

Posting Date: Feb 22nd 2023

Closing Date: March 31st, 2023

Reporting to: Marketing and Visitor Services Specialist

Locations: Discover Surrey, various events and locations

Surrey, BC is known for its approachable and spectacular natural scenery, its wealth of green spaces, its mix of urban and rural locations and its exciting culinary scene. Comprised of unique and vibrant neighbourhoods and an exciting multi-cultural and nature based landscape, it is an incredible place to visit or to call home. Discover Surrey's role is to promote Surrey as a destination with incredible things to do, see and taste, and to promote overnight stays within our beautiful city. Our mobile visitor servicing kiosk and roaming teams educate visitors about our community and inspires them to stay longer and do more while they are here.

Our Visitor Servicing Counsellors are the important link between the visitor and local tourism experiences and businesses. The main activities of a Visitor Servicing Counsellor include identifying visitor needs, offering information and promoting local tourism experiences. Our Visitor Counsellors are ambassadors for local businesses and for our vibrant communities – an extremely important role. Visitor Servicing Counsellors have a direct impact on the visitor's impression of Surrey, helping to shape the future of how Surrey is perceived by both locals and travelers.

Position: Full Time, Temporary, with the opportunity to continue on a part time on-call basis.

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

Start Date: May 1st, 2023

End Date: August 31st, 2023

Responsibilities:

- Maintain a booth presence as assigned at local community events
- Provide accurate information to visitors and residents regarding activities, transportation, directions, accommodation, etc, virtually and in person
- Engage in frequent cross-cultural and multi-lingual conversations to provide accurate information to visitors and locals from a variety of cultures
- Advocate for the city of Surrey and local tourism experiences to the consumer as vibrant and rich in opportunity for fun and entertainment
- Engage in roaming visitor servicing opportunities, handing out flyers and providing visitor information in a mobile format



- Set up and take down booth displays as required
- Promote local tourism businesses and services
- Distribute promotional materials both roaming the city and at a booth
- Encourage new and return visits
- Gather and record statistical information related to each visitor party
- Maintain brochure racks and ensure adequate inventory is always on hand
- Deliver Promotional materials to assigned locations within the city of Surrey
- Collaborate effectively in a visitor servicing team

Knowledge, Skills and Abilities:

- Passion for supporting local communities and small businesses required
- A desire to grow a career in tourism, communications, or customer service preferred
- Patience in communicating across ability and language barriers required
- Enthusiasm in attracting visitors to engage with the mobile visitor servicing kiosk required
- Knowledge of attractions, events, tourism products/services in the local area an asset
- Excellent communication skills – face to face, telephone and written required
- Excellent customer service skills required
- Able to demonstrate initiative required
- Research skills required
- Knowledge of a second language an asset
- Sensitivity to other cultures required
- Outgoing, friendly, welcoming demeanor required

Qualifications:

- Class 5 Drivers 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 college diploma/degree or vocational training in tourism an asset

Wage: \$17-20/hour

How to Apply:

Please send a resume and cover letter to Discover Surrey's Marketing and Visitor Services Specialist at info@discoversurreybc.com with the email subject line: Visitor Servicing Counsellor Application