



Delta Visitor Centre Visitor Information Coordinator Summer Internship 2021

Term of Employment: June 28 to August 20, 2020 (8 weeks)

Hours: Approximately 30 to 35 hours week (includes weekends and holidays)

The Delta Visitor Information Centre, operated by the Delta Chamber of Commerce, is seeking applications for the role of seasonal Visitor Information Coordinator to work as an ambassador for our community and the Province of British Columbia. This position is well-suited for those interested in business/marketing, community and/or economic development, or tourism.

Due to the current global circumstances with COVID-19, this summer these positions will be focused primarily on supporting hyper-local, local, and regional tourism opportunities and resources; with a focus on encouraging local residents to (re)discover what's available to them within their own community and region.

Responsibilities:

- Developing updated visitor information digital and print resources (brochures, maps, guides, etc.) specific to both visitor origin (currently local residents and regional day trip visitors – in future months for interprovincial and international visitors) as well as interest (i.e. farm tours, birding, family-friendly activities, local breweries, cycling, etc.)
- Develop tourism-related blog posts and social media content, with a primary focus on Delta residents or day visitors from neighbouring communities
- Stock and display brochures ensuring inventory is managed
- Post current information of interest to visitors and distribute promotional materials
- Record data related to visitors at the Visitor Centre or when working at community events, if/when safe to attend
- Attend Tourism/Visitor Information Counsellor Superhost Training if not already certified; support staff in developing Destination Ambassador supplemental training content
- Provide assistance with Delta tourism marketing research, special projects, events, and basic office administration
- Participate in community familiarization tours

Qualifications:

- Superior front line customer service experience with the desire to exceed expectations
- Knowledge of attractions, events, tourism products/services in Delta
- Fluency in English required; proficiency in Punjabi and/or Mandarin is an asset
- Able to demonstrate initiative and resourcefulness, self-motivated, team player, flexible and able to work independently with strong time management skills
- Possess a valid driver's license at a minimum "N" level
- Access to own computer, mobile phone and internet for hybrid model of remote/office work
- Flexible to work a variety of shifts including weekdays, weekends and holidays
- Strong social media skills (Facebook, Instagram, Twitter) and proficiency with Microsoft Office

Wage rate is \$15.50 to \$17.50 per hour, depending on experience.

Interested candidates please send your resume with cover letter to lydia@deltachamber.ca.

The Delta Chamber of Commerce embraces and encourage its board members', employees', and volunteers' differences in age, race, ethnicity, national origin, family or marital status, sex, gender identity or expression, sexual orientation, physical or mental disability, political affiliation, religion, socio-economic status, or conviction of a criminal or summary conviction offence unrelated to their employment.

*Please note that **these positions are funded through a grant by the Canada Summer Jobs program**. The program provides wage subsidies to employers from not-for-profit organizations, the public sector, and private sector organizations with 50 or fewer full-time employees, to create quality summer work experiences **for young people aged 15 to 30 years**. Funded employers are not restricted to hiring students — all youth aged 15 to 30 years may be eligible participants.*