



Delta Visitor Centre Visitor Information Coordinator Summer Internship 2023 (3 positions)

Term of Employment: June 19 – 26* to August 26, 2023 (9 - 10 weeks) with flexible start dates available for students who may be finishing classes in June

Hours: Approximately 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 in the federal electoral district of Delta (City of Delta and Tsawwassen First Nation) and for the Province of British Columbia, as part of [Destination BC's Visitor Services program](#). These positions (3) are well-suited for those interested in business/marketing, community/economic development, and/or tourism.

These summer positions will be focused primarily on supporting local, regional, provincial, and national tourism opportunities and resources; with in-person events and some development of resources to support individuals in their own exploration of day-trip opportunities throughout the community.

Responsibilities:

- **Attend community events** and locations to share information of interest to visitors; distributing promotional materials, and providing recommendations and visitor information counselling to those considering travelling around or to Delta
- Developing updated visitor information **digital and print resources** (brochures, maps, guides, etc.) specific to both visitor origin and area of interest
- Develop **tourism-related blog posts and social media content** for sharing under the "We Love Delta" brand
- Host the Delta Visitor Centre on weekends & provide visitor information services
- Organize and **facilitate engagement activities** at the We Love Delta Pop-Up Parks
- **Stock and display** brochures ensuring tourism resource inventory is well-managed
- Accurately **record data** related to visitors at the Visitor Centre and interactions at community events
- **Maintain** physical appearance of Delta Visitor premises including gardens, building and signage
- Attend Tourism/Visitor Information Counsellor Superhost Training if not already certified; support staff in developing Destination Ambassador supplemental training content
- Work collaboratively with fellow Delta Chamber summer interns and staff to assist with Delta Chamber of Commerce and Tourism Delta **special projects**, tourism marketing research, events, and basic office administration

Qualifications:

- **Superior front line customer service** experience with the desire to exceed expectations
- Confidence & professional communication skills to proactively initiate and **facilitate conversations with members of the public**

- Knowledge of attractions, events, tourism products/services in the federal electoral district of Delta (North Delta, Ladner, Tsawwassen, and Tsawwassen First Nation)
- Proficiency in written and spoken **English** to effectively communicate in a business/professional setting is required; conversational/comprehension-level **Punjabi, Hindi, Mandarin, Cantonese, and/or French** is an asset
- **Able to demonstrate** initiative and resourcefulness, self-motivation, skill in working as a team player, flexibility to meeting changing/developing priorities, and the ability 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 to facilitate a hybrid model of remote/office work is an asset
- Flexible to work a variety of shifts including weekdays, weekends, and holidays. **Regular weekend work will be required.**
- The Delta Chamber of Commerce uses **Microsoft 365** (Office) products so proficiency with this software (specifically **MS Word and Excel**) is necessary; with proven graphic design experience in **Canva** (and/or similar programs) necessary. **Social media skills** with FB, IG, Twitter, LinkedIn, and TikTok are strong assets

Wage rate is \$17.00 to \$18.00 per hour, depending on experience and qualifications.

Interested candidates please send your resume with cover letter to lydia.elder@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.*