



Delta Visitor Centre Visitor Information Counsellor Summer Internship 2024 (3 positions)

Term of Employment: Approximately **June 23 to August 31, 2024 (10 weeks)** with flexible start/end dates depending on schedules for those who are students

Hours: 30-32 hours week (includes weekends and holidays, with mid-week days off)

The Delta Visitor Centre (“DVC”), 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, with a focus on engaging both visitors & residents with opportunities to explore and enjoy the many attractions and small businesses in our area, and on engaging children, youth, and under-represented populations in diverse, inclusive, and welcoming experiences.

These summer positions will accomplish this via supporting local, regional, provincial, and national tourism opportunities and resources; with in-person activations, events and updating/developing 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 and residents; distributing promotional materials, and providing recommendations and visitor information counselling to those considering travelling around or to Delta
- Sourcing & updating 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 alternating weekends & provide visitor information services with a focus on supporting cyclists and other forms of active transportation
- **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 gardening, clean-up of exterior and interior of the building and all related signage
- Attend Tourism/Visitor Information Counsellor and Superhost training if not already certified
- 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
- Flexibility to work a variety of shifts including weekdays, weekends, and holidays. Teams will work in pairs, with mid-week days off. **Regular weekend work will be required.**
- Confidence & professional communication skills to proactively initiate and **facilitate conversations with members of the public**
- Knowledge of attractions, events, businesses, and 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 an "N" level is a strong asset
- Access to own computer, mobile phone and internet to facilitate office work is an asset
- The Delta Chamber of Commerce uses **Microsoft 365** (Office) products so proficiency using this software (specifically **MS Outlook, Word & Excel**) is necessary; with proven graphic design experience in **Canva** (and/or similar programs) an asset. **Social media skills** with FB, IG, Twitter, LinkedIn, and TikTok are strong assets.
- This position requires a minimum of 30 hours/week and a minimum of 6 weeks of consecutive employment.

Wage rate is \$17.65 to \$19.65 per hour, depending on experience and qualifications.

Interested candidates please send your resume with the **subject line "CSJ Summer 2024 Application"** to execdir@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**. As such this program **requires a minimum of 30 hours / week and a minimum of 6 weeks of consecutive employment**. 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.*