



Delta Visitor Centre Visitor Information Supervisor Summer Internship 2024 (1 position)

Term of Employment: Full-time CSJ contract **June 2 to August 27, 2024 (13 weeks)** with possible part-time contract (May 13- June 1, 2024) prior to full-time.

Hours: Approximately **30-35 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 Supervisor** to work as both 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](#) and as a supervisor to our small team of Visitor Information Coordinators. This position is 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.

The successful applicant for this position will accomplish this goal via supporting local, regional, provincial, and national tourism opportunities and resources; arranging, coordinating, and scheduling the staffing for in-person activations, events and updating/developing resources to support individuals in their own exploration of day-trip opportunities throughout the community.

Responsibilities:

- **Register the DVC team** to attend & participate at key community events and plan DVC-initiated activations. Act as the **primary point of contact** for communications with the DVC team when arranging these activations and scheduling them
- **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
- Lead the sourcing & updating visitor information **digital and print resources** (brochures, maps, guides, etc.) specific to both visitor origin and area of interest
- Lead the development of **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
- Ensure that **data** related to visitors at the Visitor Centre and interactions at community events is **accurately recorded and reported**
- Monitor the physical appearance of Delta Visitor premises including gardens, building and signage & assign staff to clean and/or maintain as needed
- Attend Tourism/Visitor Information Counsellor and Superhost training if not already certified
- Work collaboratively with fellow Delta Chamber summer interns, staff, and management team to assist with Delta Chamber of Commerce and Tourism Delta **special projects**, tourism marketing research, events, and basic office administration
- Act as **lead driver** for the DVC summer event van, moving people and equipment to events and activations across Delta, and schedule staff accordingly

Qualifications:

- **REQUIRED:** Must possess a **valid level “N” driver’s license** for the province of BC
- 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.**
- **Proven experience in leading a team of others** and in coordinating schedules for people & events
- **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, 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
- 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 \$20.00 - \$22.00 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.*