Position: **Summer Travel Counsellors**

Reports to: **Visitor Services Coordinator**
414 Locust Street, Burlington, Ontario L7S 1T7

Position Summary
This position is responsible for providing reception and information services during week days and weekend hours at the Visitor Information Centre (VIC) of Tourism Burlington, the Information Tent at the Waterfront and at major festivals and events.

Visitor Information Centre Hours
Shifts include most weekends (9am-5pm) with extended hours during events

VIC Duties and Responsibilities

1) Daily operation of the visitor information centre including opening and closing of Centre.
2) Ordering/maintaining partner and tourist brochures and tracking the distribution of Tourism Burlington print materials.
3) Welcome and reception duties including responding to visitor inquiries and making referrals to local tourism businesses, in person, by telephone and email.
4) Collecting visitor statistics related to customers served via email, website, counter and phone at Tourism Burlington.
5) Promote retail items/souvenirs, including handling of cash/credit card transactions
6) Prepare delegate and visitor packages for distribution
7) General office functions/special research projects as assigned/assist full time staff as requested.
8) Restocking of brochure racks with tourism partner information as required.
9) Some lifting of boxes, tent equipment, etc. required

Information Tent (satellite Visitor Services at Waterfront)
The Information Tent is strategically located at the waterfront to maximize greeting of visitors

Duties and Responsibilities

1) Responding to visitor inquiries and making referrals to local tourism businesses.
2) Install, take down and store tent/collateral etc., on a daily basis.
3) Answer questions related to Waterfront facilities, pier, parking, events, programs etc.
4) Distribution of visitor information
5) Collects visitor statistics related to interaction with visitors.

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Major Festivals – Coverage as required

Festival Duties and Responsibilities

1) Distribution of visitor/partner information and referral to VIC for more complex inquiries.
2) Restocking of visitor information as required.
3) Collects visitor statistics related to visitors served.

4) Implement visitor exit surveys to determine information for market research.
5) Encourage visitors to stop by booth by providing incentives such as giveaways, photo ops, games, activities working in conjunction with event organizers.

Qualifications

- Familiar with Burlington, attractions, events, restaurants, accommodation, parks etc.
- Strong customer service and problem-solving skills
- General knowledge of Ontario/Canada
- Able to give accurate road directions
- Flexible and able to multi-task to handle the various aspects of the position
- Work in a team setting and individually
- Retail experience beneficial
- Other languages especially French an asset
- Driver's License beneficial but not a necessity
- Punctuality

These positions are dependent upon grants received from the Provincial and Federal Government. Please drop off or email your resume to **info@tourismburlington.com** with **position title in subject line.**

We thank all applicants and advise that only those to be interviewed will be contacted.

"AN EQUAL OPPORTUNITY EMPLOYER"

Tourism Burlington Visitor Information Centre, 414 Locust Street, Burlington Ontario L7S 1T7
PH: 905.634.5594: Open Tues-Saturday, 9am-4pm