

**LOCKEPORT CRESCENT BEACH CENTRE
JOB DESCRIPTION**

JOB TITLE: VISITOR INFORMATION CENTRE MANAGER
POSITION TYPE: PART TIME - SEASONAL
HOURS OF WORK: TO BE DETERMINED

The Visitor Information Centre Manager provides travel and accommodation information to visitors, promotes tourism, and assess visitor opportunities for local communities.

SPECIFIC RESPONSIBILITIES:

- ~ Reports directly to the Town Clerk/Treasurer
- ~ Directs and supervises Beach Centre Staff
- ~ Completes working schedules for all Beach Centre staff.
- ~ Works cooperatively with the Lockeport Tourism/Events Coordinator.
- ~ Answers questions from visitors, local residents and other tourism associations over the counter or by phone.
- ~ Makes suggestions on: tours, travel routes, accommodations, and local attractions
- ~ Provides literature and information on places of interest for tourists
- ~ Maintains literature and brochure stocks
- ~ Assists visitors in arranging bookings and documentation for travel and accommodations
- ~ Assists in preparing itineraries for visitors
- ~ Sorts through old material and disposes of outdated information
- ~ Prepares a familiarization tour to visit local businesses
- ~ Compiles statistics, using Microsoft Excel, concerning the number and nature of inquiries
- ~ Is responsible for the overall presentation of the information centre
- ~ Any other related duties as requested by the Town Clerk/Treasurer

PREFERRED SKILLS:

Has training in the Tourism/Hospitality field, good customer service knowledge, keen interest and enjoys working with the public, must possess strong communication skills and organizational abilities.

TRAINING REQUIRED:

The following training courses can be provided to successful applicants if necessary:

- ~ First aid
- ~ Super Host or equivalent program
- ~ Service 1st
- ~ WHMIS