

**TOURISM VANCOUVER  
METRO VANCOUVER CONVENTION AND VISITORS BUREAU  
Schedule "A"**

**POSITION DESCRIPTION**

Position Title: Visitor Experience Specialist – Seasonal Part-Time to September 2017

Department: Experience Vancouver

Reporting to: Manager, Experience Vancouver

Updated: February 2017

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**POSITION SUMMARY**

Reporting to the Experience Vancouver Manager, the Visitor Experience Specialist is an extension of the sales team within Tourism Vancouver. The position is responsible to create memorable experiences for the thousands of visitors serviced at the Tourism Vancouver's Visitor Centre by representing member products and services from all sectors of the tourism industry. The role of the Visitor Experience Specialist is to maximize the economic benefits of tourism by promoting tourism products and services and encouraging visitors to extend their stay. Visitor Experience Specialists are an integral part of Tourism Vancouver's vision to be the global leader in destination sales, marketing and visitor experiences.

**POSITION RESPONSIBILITIES**

The responsibilities of the Visitor Experience Specialist include but are not limited to the following:

- Identify the needs of the visitor and provide accurate and current information on tourism products and services of Metro Vancouver and British Columbia. This will include interactions by online, phone, email, mail and one to one counselling
- Promote and sell member products through varied channels including online via LiveChat, over the phone, and face to face
- Generate sales of tourism products and services
- Handle cash and retail transactions in a timely and accurate manner
- Secure accommodation bookings utilizing Expedia Travel Agent online tool
- Transact member products on the RTP Point of Sale system
- Sell event ticketing through the Tickets Tonight using the TicketForce system
- Develop an extensive knowledge of tourism products and services, in particular Tourism Vancouver members, to best represent them in order to match with visitors' needs

- Serve members and the community by promoting local tourism products and activities that will result in visitors extending their stay
- Maintain supplies and information on products and services, including brochure rack maintenance and updating desk resource binders
- Participate in tourism industry familiarization trips
- Assist with special projects as assigned.

### **QUALIFICATIONS & SKILLS**

- Front line sales and customer service experience with a track record of exceeding expectations, committed to sales and service excellence
- Excellent verbal, written communication and interpersonal skills; professional at all times
- Extensive knowledge of British Columbia and surrounding regions with an emphasis on Metro Vancouver
- Cash handling experience
- Fluency in a second language is a definite asset
- Self-motivated, demonstrates initiative, a team player, flexible
- Passion for people and having a positive influence on visitor experiences
- Post-Secondary education within a relevant discipline
- Flexibility to work a variety of shifts including weekdays, weekends and holidays
- Attendance at occasional weekday (before or after hours) and weekend functions

*Please Note: The responsibilities outlined above are representative, but not all inclusive.*