



## ***Team Lead, Visitor Services***

*Are you passionate about our destination and our visitors?*

*Are you motivated by influencing Vancouver's visitor experiences?*

*Are you committed to providing amazing customer service?*

If so, Destination Vancouver's **Team Lead, Visitor Services** role could be the right match for you. This position is ideal for a positive people leader who is motivated by making a difference on the team and is inspired by influencing visitors and growing our visitor economy.

The Team Lead, Visitor Services, works closely with the Manager to operate and manage Destination Vancouver's 7 day/week Volunteer Program and Virtual Service Centre. Ensuring that quality service is provided by full-time, part-time and seasonal Team Members and Volunteers, the role provides leadership, operational and administrative support to the Department.

The Team Lead oversees daily operations and ensures that outstanding customer service is provided to visitors by Team Members and Volunteers who will effectively represent tourism businesses, messaging and services from all industry sectors (Accommodation, Attractions, Dining, Retail, Transportation) utilising channels that include telephone, live Chat, email and in-person engagement.

Key accountabilities include:

- Administering the Destination Vancouver Volunteer Program including hiring, scheduling and tactical deployment of the Volunteers;
- Leading day to day operations of Destination Vancouver's Volunteers including pre-shift briefings;
- Creating and executing training programs and events for Volunteers and Visitor Services Specialists;
- Handling "command central" call enquiries from Volunteers and Team Members;
- Ensuring visitor inquiries into the Virtual Service Centre are handled in a friendly, accurate and timely manner.

### **Who are We?**

Destination Vancouver is one of the world's most dynamic Destination Organizations, delivering on a mandate for destination development and promotion that makes Vancouver a must visit global destination. It responsibly strives for a triple bottom line approach to measuring destination success through people, planet, and profit. As a private, not for profit business association, continued relevancy equals success by supporting the industry and building a competitive global destination brand.

Destination Vancouver has a fabulous product and a powerful brand. Its brand promise, Vancouver is a place that connects people and inspires them to live with passion, underpins how it communicates with potential customers, engages with stakeholders, and services its 700+ members.

### **What do We Offer?**

This position is based in Destination Vancouver's corporate offices with majestic views of the North Shore mountains and proximity to transit and downtown amenities.

We are proud to offer a competitive total rewards program including 3-weeks' vacation to start, incentive plan, extended health care, Health Spending Account, matching RRSP program, transit reimbursement, Team Member Referral program, generous paid time off, training and development opportunities, work/life balance and a flexible work schedule.

Destination Vancouver believes in and provides a diverse, equitable, and inclusive work environment.

Destination Vancouver Career Opportunity: Team Lead, Visitor Services

April 2022



The health and safety of our team is a top priority, and the expectation is that all Destination Vancouver Team Members be fully vaccinated for Covid-19.

### **How Do We Connect?**

The ideal candidate is a flexible and motivational leader with previous experience in a sales or service environment and post-secondary education in Tourism, Business Admin, Volunteer Management and/or related discipline and/or experience. Excellent organization and time management skills are a must, as is the ability to deliver outstanding customer service through multiple channels including face-to-face, telephone, email, live-chat and text.

Strengths in developing and delivering relevant and interesting workplace training programs are important as is strong technology aptitude including Excel, Word, PowerPoint and Social Media for business.

Availability to work weekends is essential.

If this sounds like you because you have the knowledge and drive and describe yourself as enthusiastic and fun, and focused building relationships and achieving results, we invite you to apply for this exciting and influential position. Please send your resume and cover letter to: [careers@destinationvancouver.com](mailto:careers@destinationvancouver.com)

For more information, please visit <http://destinationvancouver.com>