

## ***Visitor Services Specialist***

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

*Do you take pride in showcasing our amazing destination?*

*Is offering outstanding service one of your personal values?*

If so, Destination Vancouver's **Visitor Services Specialist** role could be the right match for you. This position is ideal for a "people" person who is self-motivated, team oriented, takes initiative and is a great communicator who can use these strengths to influence visitors and growing our visitor economy.

The Visitor Services Specialist plays an integral role in supporting the thousands of visitors to our destination on behalf of Destination Vancouver and our member businesses. Responsible for helping to create memorable experiences, this position is a critical to Destination Vancouver's vision to be the global leader in destination management and visitor experiences.

Handling visitor inquiries into our Virtual Service Centre, operating 7 days/week, via multiple channels in a timely and professional manner, the Visitor Services Specialist serves Destination Vancouver's members and the community by promoting products and activities that will result in visitors extending their stay.

The role also supports Destination Vancouver's Volunteer Program.

### **Key Accountabilities:**

- Handling visitor inquiries into the Virtual Service Centre via multiple channels in a timely and professional manner
- Ensuring the operational needs of the Volunteer Program are met
- Handling "command central" call enquiries from Volunteers and Team Members
- Working on projects as allocated by the *Manager, Visitor Services* or *Team Lead, Visitor Services*
- Providing reception support in the corporate offices

### **Specific responsibilities include:**

- Identifies the needs of visitors and provides accurate and current information on Destination products and services of Metro Vancouver and British Columbia. This includes one-to-one consulting, on-line (LiveChat), telephone and email interactions
- Promotes Destination Vancouver member products through varied channels including LiveChat, email, over the telephone and face to face
- Develops extensive knowledge of destination products and services to best represent them in order to match with visitors' needs
- Serves Destination Vancouver members and the community by promoting local destination products and activities that will result in visitors extending their stay in the destination
- Works with the Manager and Team Lead to oversee the Volunteer program including producing training materials and presentations for daily product briefings
- Assists with the scheduling and other administrative responsibilities associated with the Volunteer Program

This position could be ideal for a student or recent graduate of a tourism, hospitality or related program and/or related experience.

Flexibility to work a variety of shifts including weekdays, weekends and holidays is required.



## **Who are we?**

Destination Vancouver is one of the world's most dynamic destination management organizations, delivering on a mandate of destination development and promotion that positions Vancouver as a must visit global destination.

Our purpose is to transform our communities and our visitors through the power of travel. This underpins everything we do and how we communicate with potential clients, engage with partners, and support our 800+ members.

Destination Vancouver has a fabulous product and a powerful brand. Our success is measured through the triple bottom line approach of an equal emphasis on people, planet and prosperity. And as a private, not-for-profit business association, our continued relevancy is based on supporting our industry, responsibly and sustainably managing the destination, and building a competitive global destination brand.

## **What do we offer?**

This role is based in Destination Vancouver's corporate office with sweeping views of the North Shore mountains and proximity to transit and downtown amenities.

*Destination Vancouver provides a competitive total rewards program including competitive base salary, annual recognition plan, extended healthcare benefits including health spending and personal spending account, Go Green Program, matching group RRSP Program, generous paid time off, tourism industry perks and more!*

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

## **What are we looking for?**

You love where you live, work and play. You are highly curious, driven by connecting with others and achieving meaningful results through collaboration. You thrive in finding new ways to do things and to share new ideas and experiences through your abilities as a skilled communicator. You are a dynamic and fun Team Member and you are passionate about Vancouver!

The ideal candidate has experience providing customer service in a retail or hospitality environment. Having a passion for people and making a positive influence while having fun and being a great team member are strong motivations. Good knowledge of British Columbia and surrounding areas with an emphasis on Metro Vancouver is required. Fluency in a second language is a definite asset.

## **How do we connect?**

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

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