



## V.I.C. Tourism Counselor

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Dear Applicant:

Thank you for your interest in becoming part of the Visitor Information Centre (VIC) Team. This letter lists important information on the application process and the Tourism Counselor position. While you will mainly work in the VIC, please note that we do work as a team and you may be required to work in another department, as well as outside of the normal operating hours. All staff members are required to be available for work on Canada Day, July 1<sup>st</sup>.

The Town of Hampton is an equal opportunity employer. It is our practice to evaluate all candidates on their ability to perform the work tasks and provide accommodation when needed. We try to match employees with their interests, abilities and future career objectives providing valuable work experience.

Our application and hiring processes are as follows:

1. Complete the seasonal application form and the cover form specific to the department in which you wish to work. Should you wish to apply to more than one department, please complete an application for each department.
2. Please include copies of any relevant certifications that you currently hold.
3. Applications are to be submitted to the Tourism department no later than **4:30pm, March 29<sup>th</sup>**.
4. Interviews will be held in April. Only those selected for an interview will be contacted.
5. Depending on the position, VIC Tourism Counselors work 10 to 12 weeks with an end date of September 1, 2019. Each position will work 40 hours per week. Please indicate on the form any time off that you will require this summer, i.e. family vacation, graduation, etc.
6. All seasonal staff must attend one of two **mandatory orientation** and **training** sessions either **May 25<sup>th</sup>** or **June 16<sup>th</sup>**.

If you have any concerns or need clarification of the application form or on the application process, please contact the Tourism Coordinator at 832-6211. We would be happy to discuss the positions available and your application.

Take care,

Chris White  
Tourism Coordinator  
Town of Hampton



## Job Posting – VIC Tourism Counselor

Interested applicants, provided they meet the eligibility, should submit a completed application form to Chris White, Tourism Coordinator prior to the posting expiry date. Please submit via email to [chris.white@townofhampton.ca](mailto:chris.white@townofhampton.ca), in person at the Town Office at 648 Main Street, or mail to P.O. Box 1066, Hampton, N.B., E5N 8H1

<b>Job Title:</b>	Seasonal Tourism Counselor, Visitor Information Centre
<b>Reports To:</b>	Tourism Supervisor
<b>Posting Date:</b>	February 1, 2019
<b>Posting Expiry Date:</b>	March 29, 2019, 4:30pm
<b>Anticipated Start Date:</b>	June 9, 2019 – one position June 23, 2019 – two positions Note that dates may change due to availability of grants
<b>Job Summary:</b>	<p>As a Tourism Counselor, you are responsible to greet the general public and give the best possible visitor service/product recommendations for their stay, based on their needs. You will draw on your knowledge of local, regional and provincial history. You will be comfortable working independently and as a team.</p> <p>The V.I.C. is open seven days a week. The incumbents will act with general independence and must be able to work flexible hours including evenings and weekends.</p>
<b>Job Duties:</b>	<ul style="list-style-type: none"> <li>• Ability to service the general public in both official languages as required</li> <li>• Give information and travel advice for local, regional, and provincial destinations</li> <li>• Have general knowledge of the onsite artifacts for the Railway Museological Exhibit</li> <li>• Be aware of local businesses and products catering to visitors</li> <li>• Manning of the onsite Gift Shop includes cash handling, inventory tracking, and knowledge of artisans' works</li> <li>• Daily cleaning and upkeep of interior and exterior of facility, including grounds</li> <li>• Work with other departments, as necessary</li> </ul>
<b>Education and Certification</b>	<ul style="list-style-type: none"> <li>• High school students or graduates with basic skills and a varied knowledge of tourism-based product and services</li> <li>• A valid NB Driver's License is an asset</li> <li>• French Language Proficiency Certification of <i>Intermediate</i> or higher is a definite asset</li> </ul>
<b>Supervision and Training:</b>	<p>The VIC Tourism Counselors report directly to the VIC Tourism Supervisor who reports to the CAO. The successful candidates must attend all necessary training sessions. Mandatory online training is hosted by the New Brunswick Department of Tourism, Heritage and Culture and a one day 'Accommodation Tour' is held to become more familiar with our local product.</p> <p>Seasonal staff must attend one of two <b>mandatory orientation</b> and <b>training</b> sessions being held <b>May 25<sup>th</sup></b> or <b>June 16<sup>th</sup></b>.</p>



<b>Requirements:</b>	<ul style="list-style-type: none"><li>• Candidates fluent in both official languages will be given priority over those who are unilingual</li><li>• A team player who is willing to maximize the talents of the VIC team</li><li>• Is honest, hardworking and confident</li><li>• Energetic, friendly, and customer focused</li><li>• Good communication and interpersonal skills</li><li>• Map reading skills</li><li>• Good mental math skills for cash handling, including tax calculations</li><li>• This is a front line position with both inside and outside work</li><li>• Able to handle issues/concerns in a positive manner</li><li>• Good organizational skills</li><li>• Knowledge of Hampton and surrounding areas is an asset</li><li>• All staff are expected to follow the Town of Hampton Safety Policy and NB Workplace Health and Safety Act</li></ul> <p>Fundamental Skills (communicate, manage information, use numbers, think and solve problems), Personal Management Skills (demonstrate positive attitudes and behaviours, be responsible, be adaptable, learn continuously, and work safely), and Teamwork Skills (work with others, participate in projects and tasks).</p>
<b>Working Conditions:</b>	<ul style="list-style-type: none"><li>• This position requires 40 hours per week, between 9:00am – 7:00pm, on a rotating schedule</li><li>• Must be available to work statutory holidays, including Canada Day, July 1<sup>st</sup></li><li>• Required both independent work and team work</li><li>• Proper dress code</li><li>• Work site is one of the town's public facilities and is monitored via video surveillance</li><li>• This is a front line position with mostly inside but some outside work as well, with the potential to deal with uncooperative public</li><li>• Must be flexible to work evenings and weekends</li></ul>

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