



V.I.C. Tourism Counsellor

Dear Applicant:

Thank you for your interest in becoming part of the Visitor Information Centre (VIC) Team. Included with this letter is an application to the Tourism Department. 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 1st.

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 application 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 Leisure Services department no later than **4:30pm, March 30th**.
4. Interviews will be held in April. Only those selected for an interview will be contacted.
5. Depending on the position, VIC Tourism Counsellors work 10 to 12 weeks with an end date of September 1, 2017. 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 **April 28th** or **June 3rd**.

If you have any concerns or need clarification of the application form or on the application process, please contact the Leisure Services Office at 832-6102. We would be happy to discuss the positions available and your application.

Take care,

Gena Fowler
Director of Leisure Services
Town of Hampton



Job Posting – VIC Tourism Counsellor

Interested applicants, provided they meet the eligibility, should submit a completed application form to Gena Fowler, Director of Leisure Services prior to the posting expiry date. Please submit via email to gena@townofhampton.ca, in person at the Leisure Services Office at 808 Main Street, or mail to P.O. Box 1066, Hampton, N.B., E5N 8H1

Job Title:	Seasonal Tourism Counsellor, Visitor Information Centre
Reports To:	Tourism Supervisor
Posting Date:	February 1, 2018
Posting Expiry Date:	March 30, 2018, 4:30pm
Anticipated Start Date:	June 10, 2018 – one position June 24, 2018 – two positions Note that dates may change due to availability of grants
Job Summary:	<p>As a Tourism Counsellor, 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>
Job Duties:	<ul style="list-style-type: none"> • Ability to service the general public in both official languages as required • Give information and travel advice for local, regional, and provincial destinations • Have general knowledge of the onsite artifacts for the Railway Museological Exhibit • Be aware of local businesses and products catering to visitors • Manning of the onsite Gift Shop includes cash handling, inventory tracking, and knowledge of artisans' works • Daily cleaning and upkeep of interior and exterior of facility, including grounds • Work with other departments, as necessary
Education and Certification	<ul style="list-style-type: none"> • High school students or graduates with basic skills and a varied knowledge of tourism-based product and services • A valid NB Driver's License is an asset • French Language Proficiency Certification of <i>Intermediate</i> or higher is a definite asset
Supervision and Training:	<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 mandatory orientation and training sessions being held April 28th or June 3rd.</p>



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

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Date Received: _____

Seasonal Employee Application Form – V.I.C. Tourism Counsellor

Please complete this form in full. Applications are to be submitted to the designated person identified on the posting.

Personal Data

Name:

Mailing Address:

Telephone:

Email:

Time Off Required:

Education, Certification and Training

Highest Level completed:

Year Completed:

Name of Academic Institution:

Languages: (Please circle all that apply)

Spoken:

English

French

Other

Written:

English

French

Other

Training: (Please list any training that you have received which would be beneficial to this position)

Training:

Dates:

Certification: (Please list all current certifications, date earned, and expiry date)

Certification

Date Earned

Expiry Date

French Language Proficiency Certification
level achieved _____

Workplace Standard First Aid



Skills

Please check any of the skills that apply to you. We realize that not all skills listed will directly apply to the job listed with this application. This information will enable us to identify those with skills that could be used in other divisions and departments.

Activity coordinator

Artistic ability

Audio-visual equipment

Baseball

Basketball

Biology, interested in

Bookkeeping

Camp Counsellor

Carpentry

Cashier/sales clerk

Chemistry, interested in

Child care worker

Coaching

Computer use

Counsellor

CPR

Customer service

Dance

Drama

Drawing

Driver's license

Editing

Electrical work

Electronics

Energetic

Equipment operation

Eye for detail

Figure Skating

First Aid

Fundraising

Gardening experience

Golfing

GPS Knowledge

Graphic arts

Greenhouse worker

Gymnastics

Handcrafts

Heavy lifting

Hockey

Honesty

Horticulture

Instructing

Journalism

Lacrosse

Landscaping

Lawn maintenance

Layout and design

Lifeguard

Map reading skills

Mechanical

Music

Numeracy

Organizational skills

Photography

Plant/tree identification

Program planning

Promotions

Public relations

Receptionist/Clerical

Report writing

Sculpting/pottery

Soccer

Sports administration

Supervisory skills

Swimming

Tennis

Tour guide

Willingness to learn

Woodworking

Work in hot weather

Work with intellectually disabled

Work with physically disabled

Work with youth

Working with others



Employment and Volunteer Experience

Beginning with your most recent employer, please provide the following information about each employer. Please also include any of your volunteer work. (If additional space is required, please use an additional sheet)

Employer/Organization:

Dates of Employment:

Employer's / Organization's Address:

Job Title:

Supervisor's Name:

Job Duties:

Employer/Organization:

Dates of Employment:

Employer's / Organization's Address:

Job Title:

Supervisor's Name:

Job Duties:

Employer/Organization:

Dates of Employment:

Employer's / Organization's Address:

Job Title:

Supervisor's Name:

Job Duties:

Employer/Organization:

Dates of Employment:

Employer's / Organization's Address:

Job Title:

Supervisor's Name:

Job Duties:



References

Please list three references who are not members of your family.

Name:	Number:
Relationship:	Email address:
Name:	Number:
Relationship:	Email address:
Name:	Number:
Relationship:	Email address:

Extra

Please feel free to add any other information you think should be considered in evaluating your application.

Some positions are only available due to funding from the Federal and Provincial student grant programs.

Were you a full-time student in the spring of 2018? _____

Are you returning to full-time studies in the Fall of 2018? _____

By my signature on this application, I:

- Authorize the verification of the above information and any other necessary inquiries that may be needed to determine my suitability for employment.
- Affirm that the above information is true to the best of my knowledge.

Signature: _____

Date: _____

We encourage eligible students to register for the Summer Employment Experience Development (SEED) grant program before the **March 31st** deadline. Please visit www.NBjobs.ca/seed

From time to time we are contacted by other employers with job opportunities. If you would like us to share your information with these employers, please initial here _____