



HAMPTON
It's our nature!

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. Submit a **cover letter, resume and application** for each division in which you wish to work. Should you wish to apply to more than one division, please submit a cover letter, resume and application form for that specific division. The cover letter should outline why you are applying for the position and any experience or qualifications that would help you in the position.
2. Please include details of any relevant French language courses / certifications that you currently hold.
3. Applications are to be submitted to the Town Office no later than **4:30pm, March 31st**.
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 10-16 weeks with an end date of September 3rd. 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 the two **mandatory orientation** and training days scheduled for **May 7th and 15th**.

If you have any concerns or need clarification of the application form or on the application process, please contact the Town Office at 832-6065. We would be happy to discuss the positions available and your application.

Regards,

Chris White
Manager, Economic Development and Tourism
Town of Hampton



Job Posting – VIC Tourism Counsellor

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 info@townofhampton.ca (include your name and the position you are applying for in the subject line), in person at the Town Office at 648 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 Coordinator
Posting Date:	February 1, 2021
Posting Expiry Date:	March 31, 2021, 4:30pm
Anticipated Start Date:	May 13, 2021 one position, May 31, 2021 two positions, June 28, 2021 one position 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 tourism activities. You will provide clear travel directions to visitors using provincially designated route and exit numbers. You will be comfortable working independently and as a team. You must be able to provide service in both English and French.</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 onsite Railway 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
Education and Certification	<ul style="list-style-type: none"> • High school students or post-secondary students with strong communication skills, excellent directional knowledge, and a wide knowledge of tourism-based products 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



<p>Supervision and Training:</p>	<p>The VIC Tourism Counselors report directly to the Manager, Economic Development and Tourism. 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> <ul style="list-style-type: none"> • A mandatory orientation and training days will be held May 7th and May 15th • Safety training will be provided
<p>Requirements:</p>	<ul style="list-style-type: none"> • Candidates fluent in both official languages will be given priority over those who are unilingual • Excellent at map reading and providing directions • Knowledge of Hampton and surrounding area attractions, restaurants and accommodations is <u>essential</u> • Good communication and interpersonal skills • Must be a team player and supportive of all staff in accomplishing goals • Honest, hardworking, energetic, and customer focused • 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 • 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>
<p>Working Conditions:</p>	<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 • Requires both independent work and teamwork • Business casual 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 – VIC Tourism Counsellor

Please complete this form in full and include it with your cover letter and resume.

Personal Data

Name: _____

Mailing Address: _____

Telephone: _____

Email: _____

Requested Time Off (If Required): _____

Education, Certification and Training

Highest Level completed: _____

Year Completed: _____

Name of Academic Institution: _____

Languages: (Please circle all that apply)

Spoken:

English

French

Other (please specify) _____

Written:

English

French

Other (please specify) _____

Training: (Please list and 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

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

Were you a fulltime student in the spring of 2021? _____

Are you returning to fulltime studies in the Fall of 2021? _____

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: _____

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:

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 _____