

KINGSTON

TOURISM AMBASSADOR – STUDENT

POSITION SUMMARY

Visitor Experience Ambassadors are key frontline staff providing in-person and virtual information and guidance on Kingston visitor attractions, events, accommodations, businesses, and services. The position also provides learning opportunities on Kingston history, arts and culture, sport, and community activities.

WORKING CONDITIONS

The Visitor Information Centre is open 7 days a week with varied hours. Employees are expected to work a combination of days, evenings, weekends, and holidays. Extended hours will be introduced during peak season, events, and festivals.

BENEFITS

- Orientation and training sessions to set you up for success
- Participation in tourism product familiarization tours either in-person or virtually
- Flexible work schedule
- Gain certified customer service and tourism skills through in-person and online training
- Mentorship and education from experienced Tourism Kingston staff
- Opportunity to extend contract after Labour Day may be possible
- Uniform provided

KEY RESPONSIBILITIES

Customer Service

- Offers excellent multi-channel service delivery at Visitor Information Centre and mobile locations (such as Kingston Penitentiary tours), in-person, over the phone, email, and Chatbot
- Learns about and promotes Kingston and regional history, arts and culture, and community in order to engage authentically with visitors from across Canada and the world
- Promote services, products, and properties of tourism partners to visitors
- Generate and process ticket and merchandise sales
- Ensure accuracy in all transactions, inventory, and procedures



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- Review the display of merchandise on an ongoing basis and ensure that merchandise is stocked appropriately
- General cleaning duties, including but not limited to: dusting, sweeping, mopping, vacuuming, cleaning windows (that do not require a ladder), and inventory organization
- Work in partnership with other employees to maximize the centre's sales and in-store presence
- Ensure that tourism literature is regularly stocked and current
- Input visitor data into CRM database
- Other duties as assigned

Tourism Industry Knowledge

- Maintain a high level of product and service knowledge about the city of Kingston, visitor attractions, festivals, and events
- Understand the offerings of accommodations, attractions, dining, and events based on visitor requests and assist them in making reservations for accommodations, dining, or activities where possible
- Continually review and stay current on happenings in and around Kingston that may be of interest to visitors

REQUIREMENTS

- Bilingual; Must be able to read, write, and speak fluently in both English and French.
- Experience in a frontline customer service environment
- Proficiency in Microsoft Office components, (Outlook, Word, and Excel)
- Interpersonal communication skills
- Demonstrate ability to plan and organize work effectively
- Adaptability
- Understanding of professionalism, initiative, and independence in the workplace
- Ability to develop, cultivate, and maintain relationships at all levels of the organization

DISCLAIMER

The job description outlined above is meant to describe the general nature of work being performed. It is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent.

