

Tourism Information Officer – Student

Position Summary

Reporting to the Director, Visitor Services and Customer Service, Tourism Information Officers work as part of the frontline team to help visitors to Kingston explore all there is to see and do in Kingston and area. This is an ideal position for those looking to gain experience in the tourism, sales, or arts and culture sectors. These positions also offer the opportunity to experience key anchor attractions and liaise with tourism operators, and work alongside other Tourism Kingston portfolios, including Travel Trade, Sport and Wellness, and Music. These are full-time (35 hours) summer positions with the possibility of some evening and weekend hours and with the possibility of extension part-time in the fall.

Key Responsibilities

- 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.
- Participates in specific training modules; maintains and adheres to workplace health and safety, policies and procedures, and safe work practices.
- Offers multi-channel service delivery at Visitor Information Centre and mobile locations (such as Kingston Penitentiary tours), over the phone, email, and Chatbot.
- Delivers multilingual visitor services in both official languages (English/French) or in English and another language, such as Mandarin, Portuguese, or ASL.
- Works as part of a dynamic, inclusive, and diverse team with other tourism information officers and under the supervision of the Director of Visitor Services and Customer Experience.
- Becomes adept at Point of Sale and inventory systems by selling attraction tickets and merchandise to support local community development and small businesses.
- Ensures accuracy in all transactions, inventory, and procedures.
- Helps support Tourism Kingston reporting and marketing by tracking visitor data and trends. Provides input and ideas on new ways to engage visitors to Kingston and improve their experience.
- Provides key support in implementing Tourism Kingston's sustainability plan.
- Collaborates with city and regional partners to ensure cohesive key messaging and experiences for visitors.
- Supports local artists and musicians for live performances and events at the Visitor Information Centre.
- Is a catalyst for community engagement and industry collaboration.
- Works with the Director, Visitor Services and Customer Experience to identify individual goals for learning and skills development.

Working Conditions

Based at the Visitor Information Centre in downtown Kingston, and working as part of a team, the position requires varied hours of work, including evening and weekend hours. Tourism Information Officers may work off-site on occasion at satellite locations.

Experience

- Developed interpersonal communication skills, including presentation and public speaking ability.
- Demonstrate the ability to plan and organize work effectively.
- Resiliency: ability to work in a fast paced and demanding environment.
- Understand professionalism, initiative and independence in the workplace.
- Ability to develop, cultivate and maintain relationships at all levels of the organization.
- Fluency in a second language is mandatory.
- Proficiency in Microsoft office components, specifically Outlook, Word, and Excel.

Eligibility

Based on grant funding, this role is open to applicants up to the age of 30 who are Canadian citizens, permanent residents, or persons to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment and who have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

How to apply

Please submit all applications to andre@tourismkingston.com. Only successful applicants will be notified.