



**AMHERSTBURG VISITOR INFORMATION CENTER
2009 SUMMER STUDENT PROGRAM
TOURIST REPRESENTATIVE
JOB PROFILE**

Nature of Work

The persons in these positions will service the tourists and residents who visit the center with exceptional attention to detail, minimal supervision and a high level of professionalism.

Controls Over the Work

The VIC Summer Students perform a variety of duties under the direct supervision of the Visitor Information Center Manager.

Particulars of the Position

- The hours of work vary according to the schedule that is created by the VIC Manager.
- The Visitor Information Center is open May through September of each year including weekdays, weekends and statutory holidays. The incumbent would be required to be available for all of these shifts.
- This position would have an hourly rate as described in the Student Hiring Policy.

Essential Duties and Responsibilities

- Must be currently attending an educational facility and enrolled for fulltime education in the fall of 2009 at the secondary school or post secondary school level. Documentation of student status will be requested if a position is offered.
- Assist visitors and residents with information about Amherstburg attractions, special events and festivals, accommodations, restaurants and businesses
- Respond to telephone, email and fax inquiries promptly
- Prepare information packages for mailing
- Track visitor statistics
- To replenish promotional material within the center and maintain an organized, neat appearance of such material
- Staff promotional booths when required and assist in the set-up and take down of the booth
- To maintain the cleanliness of the facility (counters, fixtures and washrooms)
- To secure the facility properly at the end of the shift

Qualifications:

- Excellent communication skills and friendly disposition
- Excellent knowledge of Amherstburg and surrounding area
- Tourism/customer service experience would be an asset
- Must be able to work without supervision
- Availability to work all shifts (days, evenings, weekends and holidays)
- Proficiency in Microsoft Word and Excel
- Experience with Internet Searches
- Must be professional in dealing with the public
- Must be observant and attentive to detail
- Must be self motivated and reliable