



## **Client Services/Visitor Experience Attendant Job Description - March 2024**

Reports to: Operations Manager or their designate

### **Job Overview:**

The Client Services/Visitor Experience Attendant is responsible for greeting and assisting local residents and island visitors in a professional and courteous manner. Your primary responsibility is to ensure that the needs and expectations of our clients are met with the utmost care and attention

### **Qualifications**

- Previous experience in customer service
- Knowledge of Malcolm Island, local attractions, businesses and events
- Ability to work 5 days a week, including weekends
- Attention to detail and accuracy
- Familiar with email, Google Drive, Wordpress, and other common software

### **Client Services Responsibilities**

- maintain client and SRC confidentiality at all times
- answer client queries in person, by phone, and email
- provide a variety of office services to the public
- provide computer assistance to the public when needed
- maintain membership databases
- post community and SRC-related information to social media
- provide government forms and information to the public
- provide business support services to local businesses and organizations
- provide information on Market Garden Stand, make change and give money to growers
- gather daily local resident statistics

### **Visitor Experience Responsibilities**

- greet visitors, provide local information and island maps
- engage with visitors to collect statistics as set out by Destination BC
- answer tourism-related queries in person, by phone, and email
- research using internet, travel guides, and timetables
- provide accurate information on things to see and do and where to stay

- keep up to date with local accommodations, places to visit, activities, and events
- ensure notice boards and brochure racks are kept current and tidy
- sell items from our commission gallery
- oversee green bike rentals

#### **General Office-related Responsibilities**

- responsible for daily monetary transactions, reconciliation, and documentation
- manage the online community calendar and monthly newsletter
- clean and stock community food pantry daily
- clean community pantry fridge weekly and monitor for unusable food
- meet the A-Frame representative every second Wednesday for food delivery
- ensure inventory and supplies are well stocked and inform supervisor of supplies needed
- maintain office tidiness and organization including windows, dusting, water plants, keeping walkways and outside free of garbage and debris
- support SRC fundraisers as requested
- assist Board of Directors as required and other tasks as assigned by supervisor(s)



# EMPLOYMENT OPPORTUNITY

## We are seeking a Client Services/ Visitor Experience Attendant

### Position Overview:

The Client Services/Visitor Experience Attendant is responsible for greeting and assisting residents and island visitors in a professional and courteous manner.

**28hrs/wk year-round increasing to 35hrs/wk from mid-May to mid-September. Wage range of \$20-22 per hour**

Our ideal candidate will have the following:

- Patience, compassion, sensitivity and the ability to communicate clearly
- Strong organizational skills and attention to detail
- Proficiency in using office software and equipment
- Ability to manage multiple projects and tasks

**Deadline: March 25, 2024.** Please submit a resume and cover letter in person or by email: [admin@sointulainfo.ca](mailto:admin@sointulainfo.ca)

A full job description is available on request.

Only candidates selected for an interview will be contacted.