



Summer Contract: Client Services/Visitor Experience Attendant - March 2025

Reports to: Client Services Coordinator

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. A strong focus will be placed on overseeing the MIBike rentals.

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, and other common software
- Ability to lift 50lbs

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

MIBike Rental Responsibilities

- Assist with rental contracts and provide overview of safe bike operations
- Monitor email and respond to any inquiries about MIBike
- Ensure bikes and accessories are in good working order
- Fill out inspection forms for each bike as requested
- Ensure bikes and facility are safely secured at the end of each shift
- Follow safety procedures regarding any tools and equipment
- Basic maintenance of bikes (pump air, wash bikes, oil chains)

General Office-related Responsibilities

- Responsible for daily monetary transactions, reconciliation, and documentation
- Clean and stock community food pantry daily
- Clean community pantry fridge weekly and monitor for unusable food
- Ensure inventory and supplies are well stocked and inform supervisor of supplies needed
- Other tasks as assigned by supervisor(s)

About Us

The Sointula Resource Centre (SRC) is a non-profit organization dedicated to ensuring the residents, visitors, and organizational partners of Malcolm Island have access to information and support services to make life here viable and sustainable. We offer a variety of support to meet the needs of our changing community.

Our core services include:

Access to Technology - We provide free community access computers, tech support for seniors, assistance with online applications and accessing programs and supports including government and non-profit programs such as Employment Insurance, Food Banks, Pensions and Homeowner Grant applications.

Employment and Networking - We provide a wide range of services and support for local businesses and individuals seeking employment or networking opportunities. They include a community webpage with a directory of local businesses sointulainfo.ca, an annual brochure advertising local tourism businesses, a monthly newsletter and online calendar for event promotion, collaborative marketing opportunities and an in office gallery/store for local artists and makers to sell their wares. We provide office services including printing, laminating, faxing, and poster/advertising creation. We also provide youth employment and volunteer opportunities for skill enhancement and increased capacity and partner with off-island organizations to provide on-island training opportunities such as first aid.

Food Security - We provide a central location for local gardeners to sell their produce at our community market stand. We have a newly created community pantry where locals can access free fresh, frozen, canned and dry goods. We also coordinate our local food box program.

Visitor Services - As the official Destination BC Visitor Centre for Malcolm Island, we provide tourism related information in-person and by phone. Our annual Visitor Map and Brochure is distributed both locally and regionally. Our popular Green Bike program provides free bicycles for visitors and residents. It will be expanded this year to also include electric bike rentals.



EMPLOYMENT OPPORTUNITY

We are seeking a Client Services/Visitor Experience Attendant for Summer 2025

Position Overview:

The Client Services/Visitor Experience Attendant is responsible for greeting and assisting residents and island visitors professionally and courteously and helping to oversee the MIBike rental program.

This is a 15-week contract position: 35 hours/week + an additional 30 hours of paid training time. \$20 per hour

Our ideal candidate will have the following:

- 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, and other common software

Deadline: April 25, 2025. Please submit a resume and cover letter in person or by email: hello@sointulainfo.ca

A full job description is available on request.

Only candidates selected for an interview will be contacted.