



## **Client Services/Visitor Experience Attendant Contract: June - September 2026**

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.

### **Qualifications**

- Previous experience in customer service
- Knowledge of Malcolm Island, local attractions, businesses and events
- 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)

## 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.

**Access to local information and support** - We support community connection by sharing local information and promoting events, services, and opportunities. This includes an online directory ([sointulainfo.ca](http://sointulainfo.ca)), an annual visitor brochure, and a monthly newsletter and community calendar. We provide space for local artists and makers to display and sell their work through an in-office gallery and retail area, helping support local creativity. Basic office services such as printing, laminating, faxing, and simple promotional support are also available to help individuals and community groups share information. We support skill development through youth employment, volunteer opportunities, and access to locally delivered training in partnership with off-island organizations.

**Food Security** - We operate a community food pantry where residents can access a range of free fresh, frozen, canned, and dry goods. In addition, we coordinate local delivery of a food box program and provide a central location for local gardeners to sell their produce at our community market stand.

**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 guide is distributed both locally and regionally. Our popular MIBike program provides free pedal bikes and electric bike rentals for visitors and residents.



# EMPLOYMENT OPPORTUNITY

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

### Position Overview:

Assist residents and visitors, share local information, and support the MIBike rental program. This role is ideal for someone who enjoys engaging with people and representing the community.

### Position Details

- 14-week contract, 21 hours per week
- \$20 to \$22 per hour, based on experience
- Anticipated start date: week of June 8

### What You Bring

- Customer service experience
- Knowledge of Malcolm Island, including attractions, businesses, and events
- Ability to work independently
- Strong attention to detail and accuracy
- Comfort using email, Google Drive, and similar tools

### How to Apply

Apply by May 20, 2026 with a resume and cover letter, in person or by email: [hello@sointulainfo.ca](mailto:hello@sointulainfo.ca)

Full job description available on request.

Only those selected for an interview will be contacted.