

## HOUSTON & DISTRICT CHAMBER OF COMMERCE

**Title:** Visitor Centre Counsellor  
(Full-time from July to August)  
The role of a Visitor Information Counsellor is to maximize the economic benefits of Tourism by promoting tourism products and services and generating increased Tourism revenue in the community.

**Accountability:** The employee will work under the Executive Director's or designate's supervision. Weekly organizational meetings are planned to voice concerns and discuss tasks to be completed.

**Responsibility:**

### **Key responsibilities include:**

- Assist visitors (over 8,000 – May thru September)
- Collect the correct information for the tourism statistic sheet
- Assist with the brochure and publication inventory
- Internet research to access information for tourists as well as road & weather reports
- Provide support to events and programs that are running in the office
- Promote overnight or longer stays in Houston
- Supply local and regional brochures and publications to the visitors
- Statistical documentation as required
- Handle incoming telephone, fax, mail inquiries and relocation packages, front office activities
- Any other task that may be assigned.

### **Skills to be learned:**

- Developing a positive attitude in all aspects
- Public speaking, communication and organization skills
- Basic computer, internet and office equipment skills
- Teamwork and multi-tasking
- Dealing quickly and effectively with any concerns or complaints
- Promotion of Houston and the area
- Reporting statistical information

This position develops public relations, organizational and leadership skills required in any public sector position. All skills developed in this position are excellent for general employability in all community sectors, not just tourism.

**Knowledge and Skills Required:**

- Secondary or Post-Secondary Education
- Valid Driver's License would be an asset
- Microsoft computer skills would be an asset
- Good communication skills – both verbal and written
- Visitor Information Counsellor Training provided