



Town of Maple Creek
Job Description – Visitor Centre Attendant

Function:

Located within the Cypress Hills-Grasslands Destination Area (CGDA) and broader Southwest of Saskatchewan, the Town of Maple Creek is part of a flagship tourism region that draws more than a quarter of a million visitors annually. The Southwest Saskatchewan Visitor Centre is key in greeting many of these visitors and encouraging them to explore local tourism attractions, products, and experiences. Ultimately, it is the function of the Southwest Saskatchewan Visitor Centre Attendant to 'sell' the communities of the Southwest & their attractions to visitors.

Qualifications:

The successful candidate for the position of Southwest Saskatchewan Visitor Centre Attendant will possess the following attributes:

- Excellent communication skills (both written and verbal)
- Excellent customer service skills
- Extensive knowledge of tourism products, attractions, and experiences available to visitors in the communities of the Southwest as well as the broader Southwest region attractions.
- Initiative for self-directed research on the communities of the Southwest and regional attractions of Southwest Saskatchewan
- Skilled in Microsoft Office programs (Word, Excel, Powerpoint, etc.); experience with design programs, and social media programs would be an asset.
- Professional demeanour, tidy, well-groomed, and well organized
- Possess a valid Class 5 Driver's License
- A self-motivated team player who works effectively and efficiently with minimal supervision
- Knowledge of social media, including Facebook and Instagram

Duties:

1. Provide visitors with detailed information about the partner communities, Southwest Saskatchewan and regional attractions, activities, events, accommodations, restaurants, and other tourism facilities, products, and services
2. Ensure a ready supply of tourism informational material for distribution to the public
3. Respond to tourism-related inquiries either in person at the Visitor Centre, via email or over the telephone

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4. Attend the Visitor Centre gift shop, including ordering giftware, baked goods, grocery items, and other inventory as directed
5. Daily handling of sale transactions via the Point of Sale System and cash-outs
6. Ensuring the Visitor Centre maintains a professional and welcoming appearance that makes a positive first impression on visitors to the building, including daily cleaning, light groundskeeping, and organization
7. Collect and compile visitor statistics and report them monthly
8. Aid with updating social media as directed
9. Assist with the design, production, and distribution of print materials as directed
10. Aid in the coordination and execution of summer street festivals.
11. Other related duties as assigned

Working Conditions:

The primary work location is the Southwest Saskatchewan Visitor Centre (VRC), located along Highway #1 West, 5 minutes north of Maple Creek.

The Southwest Saskatchewan Visitor Centre is open seven days a week, there is a requirement for shift working and working weekends on rotation with other staff.

Visitor Centre Attendants shall work flexible hours of work which may exceed eight hours per day or forty hours per week but shall not exceed the total number of working hours in any given month based on eight hours per day without receiving overtime.

There is a requirement to work outside when delivering promotional materials, assisting with the summer festival, and undertaking tidying efforts around the grounds of the visitor centre.

Reporting:

This position reports to the Economic Development Officer and the Southwest Saskatchewan Visitor Centre Project Manager.