



JOB POSTING

February 6, 2025

POSITION TITLE: **VISITOR CENTRE ATTENDANT– SEASONAL POSITION**

***** This is a unionized position within the scope of a Collective Agreement between CUPE Local No. 2714 and the Town of Maple Creek. *****

QUALIFICATIONS:

- Must be at least 16 years of age
- Excellent communication skills (both written and verbal)
- Excellent customer service skills
- Class 5 Driver's License

DUTIES:

Responsibilities include distributing tourism materials, responding to inquiries in person, via email, or over the phone, and managing the Visitor Centre gift shop, including inventory and sales transactions. The role also involves maintaining a professional and welcoming environment, collecting visitor statistics, updating social media, assisting with marketing materials, and performing general housekeeping.

HOURS OF WORK: 40 hours per week, weekdays & weekends

LOCATION: Southwest Saskatchewan Visitor Centre

RATE OF PAY: \$19.67 per hour in 2025 (as included within the current Collective Agreement)

WORK DATE RANGE: May 12, 2025 to August 31, 2025

POSTING CLOSES: February 26, 2025 at 4:00pm local time

***** A detailed Job Description can be found on the Town of Maple Creek website
(www.maplecreek.ca – Town Government – Employment tab) *****

Submit applications to:

Town of Maple Creek

Box 428

Maple Creek, SK

S0N 1N0

Attn: Danielle Willie, Executive Assistant or email ea@maplecreek.ca

The Town of Maple Creek thanks all applicants for their interest, however, only those chosen for an interview will be contacted.



**Town of Maple Creek
Job Description**

Job Title	Visitor Centre Attendant
Reports To	Economic Development Officer/ Southwest Saskatchewan Visitor Centre Project Manager
Job Status	In-scope

Position Overview

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 regional 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.

Key Accountabilities and Duties

- 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
- Ensure a ready supply of tourism informational material for distribution to the public
- Respond to tourism-related inquiries either in person at the Visitor Centre, via email or over the telephone
- Attend the Visitor Centre gift shop, including ordering giftware, baked goods, grocery items, and other inventory as directed
- Daily handling of sale transactions via the Point of Sale System and cash-outs
- 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
- Collect and compile visitor statistics and report them monthly
- Aid with updating social media as directed
- Assist with the design, production, and distribution of print materials as directed
- Other related duties as assigned

The duties listed are not intended to limit the scope of work assignments and should not be considered an exhaustive list of all duties typically performed under this job title. Other duties and responsibilities may be assigned to this role from time to time.

Qualifications

- 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



Town of Maple Creek Job Description

- 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

Competencies

Quality:

- Attention to detail in maintaining equipment, machinery and grounds

Service:

- Responsive to requests from the public, staff, and management

Communication:

- Effectively communicates with internal departments and the public

Efficiency:

- Uses time and resources effectively to complete tasks

Adaptability:

- Shows flexibility in adjusting to changing priorities and demands

Confidentiality:

- Maintains discretion in handling sensitive information and respects privacy
- Adheres to data protection regulations and organizational policies regarding confidentiality

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 undertaking tidying efforts around the grounds of the Visitor Centre.

Hours of work are in accordance with the CUPE/Town of Maple Creek Collective Agreement.

This position is subject to pressures and challenges caused by the demand for services and the demand for production of quick, accurate and precise information.