

JOB DESCRIPTION

TOURISM CLERK (2 POSITIONS)

POSITION 1:	10 weeks, Weekdays
POSITION 2:	10 weeks, Weekends
SUPERVISOR 1:	Office Assistant
SUPERVISOR 2:	Tours Coordinator
SCHEDULE 1:	30hours per week
SCHEDULE 2:	10 hours per weekend
SALARY:	\$18.00 per hour

GENERAL ACCOUNTABILITY:

Under the direction of the Office Assistant, the Tourism Clerk is responsible for the everyday activities at the Kahnawà:ke Welcome Center: welcoming guests and tour groups, answering phones, managing daily tour bookings, administration and assisting with special event planning.

EDUCATION & EXPERIENCE REQUIREMENTS:

Bilingual CEGEP student in a field related to Tourism/Leisure/Recreation, Events or Community Planning

MAJOR RESPONSIBILITIES:

1. To assist the Tourism Development Agent in the administration and business operations of the Kahnawà:ke Welcome Center (KWC):

- Utilizes a standard Kanien'keha, French and English when greeting visitors' inquiries and answering telephone calls.
- Works independently with minimal supervision and manages the KWC during the extended summer business hours.
- Provides callers and visitors with general information regarding Kahnawake, Kahnawake tourism products, programs and services.
- provides general information on historical sites, scenic areas, events, and other tourist attractions.
- Ensure customer satisfaction by providing tourism services in a professional manner, both individually and as part of a team.
- Maintains statistical records.
- Responds to tourism-related inquiries within 48 hours or sooner if required.
- Proactively sells and promotes tourism products and services.
- Monitors sales tracking system and provides daily/weekly sales reports.
- Coordinates visual displays at KWC to attract attention.
- Re-stock the KWC with shop Kahnawà:ke information including reusable bags, maps, tourism guides, local business promotional material.
- Apply clerical and organizational skills to facilitate the completion of administrative tasks.

- Prepares and submits a weekly and monthly timesheet to the Office Assistant within the required timeframes.
- Meets with Office Assistant regularly to discuss workload, tasks, and follow-up.
- Provides tours of Kahnawà:ke, Saint France Xavier Mission, Kahnawà:ke Cultural Arts Center and the Restoration Bay Project.
- Maintaining The Three Sisters Garden.
- Other relevant duties as required.

2. To assist the Tourism Development Manager in the implementation of the tourism strategy:

- Maintain contact with St. Francis Xavier Mission Catholic Church
- Maintain contact with KORLCC, KCAC
- Conducts research for the Saint Kateri Museum and Interpretive Center.
- Facilitates tours and completes tour reports within set deadlines.
- Assists in the organization of special projects and seasonal events and festivals.
- Assists in the coordination of tourism booths at various tourism promotional events.
- Assists with arranging itineraries for tours to Kahnawà:ke.
- Advise the Office Assistant if products are needed for display.
- Provides a range of information on local resources and facilities.
- Other relevant duties as required.

CONTACTS

General public and tourism clients: to give information and receive feedback on the authentic tourism products/services offered in Kahnawà:ke.

Community entrepreneurs, members, and organizations provide assistance, guidance, and opportunity; to promote the Kahnawà:ke tourism strategy within the community.

COMMITTEES

Although the position is not required to sit as an active member on any formal committee, it may be required for the Tourism Clerk to attend and contribute to various special projects and events committees.

SUPERVISION

The Tourism Clerk is expected to assist all initiatives with minimal supervision. The Tourism Clerk will not be responsible for the supervision of any personnel.

WORKING CONDITIONS

Position 1 Monday to Friday 9:00 am to 2:00 pm. Position 2 Saturday and Sunday 10:00 am to 3:00 pm. Hours may vary: Moderate overtime to meet deadlines and complete projects. Some travel may be required, namely to other religious and aboriginal tourism sites, to collaborate on projects. Moderate deadline and productivity pressure associated with managing multiple files and executing multiple responsibilities.

To apply:

1. Complete the [KSSEP 2026: Student Application Form](#)
2. Send CV / Resume to HR@kedc.biz