

JOB DESCRIPTION

TOURISM CLERK

POSITION 1:	June 24, 2024 – August 30, 2024 (10 weeks)
SUPERVISOR 1:	Tourism Development Agent
SUPERVISOR 2:	Tours Coordinator
SCHEDULE:	30 hours per week
SALARY:	\$16.50 per hour

GENERAL ACCOUNTABILITY:

Under the direction of the Tourism Development Agent, 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:

- To assist the Tourism Development Agent in the administration and business operations of the Kahnawà:ke Welcome Center (KWC):**
 - Works independently with minimal supervision and manages the KWC during the extended summer business hours.
 - Provides travel/visitor information and other services to tourists at the KWC.
 - Greets tourists in person or by telephone, answers and/or research questions and provides general information on historical sites, scenic areas, events and other tourist attractions.
 - Ensures 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-stocks the KWC with shop Kahnawà:ke information including reusable bags, maps, tourism guides, local business promotional material.
 - Applies clerical and organizational skills to facilitate the completion of administrative tasks.
 - Prepares and submits a weekly and a monthly timesheet to Tourism Coordinator within required timeframes.
 - Meets with Tourism Development Agent regularly to discuss workload, tasks, and follow-up.
 - Other relevant duties as required.

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

- Maintains contact with local churches.
- Maintains contact with KORLCC
- 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.
- Advises the Tourism Development Agent if products are needed for displays.
- Provides a range of information on local resources and facilities.
- Maintaining the 3 Sisters Garden for Tours.
- Other relevant duties as required.

CONTACTS

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

Community entrepreneurs, members, and organizations: to 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 project 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

Three (3) to five (5) day workweek. Hours vary: 9:00 am to 5:00 pm on weekdays; 10:00 am to 3:00 pm on weekends. 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.

Application deadline: Friday, June 7, 2024

Send your Resume and Cover Letter to Jordan Diabo, Office Manager
jordan.diabo@kahnawaketourism.com