

VISITOR INFORMATION CENTRE COUNCILOR

TERMS OF REFERENCE

Assist the public find local and regional attractions and accommodations. Prepare and submit monthly reports. May include additional administrative duties.

TERMS OF EMPLOYMENT

Full time: June - August 35 hours/week \$18/hour

Part time: May and September 20 hours/week

Hours may include weekends and holidays. Additional hours may be available. Site includes computer for public use.

All seasonal positions must go through the hiring process annually. Past experience as an employee of the Village, although useful, is no guarantee of future employment with the Village.

QUALIFICATIONS

- Experienced in working with the public in tourism or retail industries.
- Good knowledge of the area, events and festivals, restaurants, trails, shops and where to find leisure venues. Capable of reading a map.
- Good listening and communication skills.
- Proficient computer skills.
- Good at research – from online, telephone and printed sources.
- Knowledge of marketing, report writing and good organizational skills.
- Self-motivated, trustworthy, team player. Personable and friendly.
- Grade 12 or equivalent or higher.
- If hired: completion of a Vulnerable Sector check, a Nova Scotia Department of Community Services Child Abuse Registry Check and a driver's abstract.

Preference

Non smoker

Driver's licence

First Aid/CPR training

Competent in conversational French

Village of Pugwash

PRIMARY RESPONSIBILITIES

- Greet and interact with the public in a courteous and helpful manner.
- Maintain associated social media pages/sites.
- Collect statistical information as required by the province/funding partners.
- Market the local and surrounding area businesses and events.
- Proficiently use internet to book accommodations, search for travel information etc.
- Clean up public areas, including washrooms, if necessary.
- Keep an accurate count of merchandise inventory and cash receipts.
- Update Visitor Information Centre (VIC) information manual as required.
- Monitor computer use.
- May be asked to develop and lead basic computer skills programs and workshops for a variety of age groups and needs aimed at persons with disabilities, persons with employment or social barriers, youth, seniors, etc.
- Be prepared to assist the general public in basic computer use, internet searches and e-mail access.
- Assist public with printing or faxing services.
- Prepare daily, weekly and end of season reports.
- End of shift: clean and vacuum and ensure it is fully ready to open the next morning.
- Secure the VIC and Village Hall.
- Keep a daily log of activities, problems or interesting or unique data that had to be found or recorded.
- Record and report any accident or injury.
- Respond to any emergency by alerting the appropriate emergency services and then only assist if capable and it is safe to do so.
- Keep an up-to-date list of emergency and staff contact numbers.
- Assist the Village Clerk with any other task that may be required.
- Participate in monthly staff meetings.

Send résumé and cover letter to:

Lisa Betts, Clerk Treasurer
PO Box 220, Pugwash, NS, B0K 1L0
villagecommission@pugwashvillage.com

Telephone inquiries: 902 243 2946

Application deadline: Thursday, March 28th 2024

PERSONNEL POLICIES – SEASONAL - OFFICE/RECREATION STAFF

RESPONSIBLE TO: Clerk Treasurer

- Lunch break: one half hour (unpaid)
- Mid-morning/afternoon 10-15 minute paid break. Employee taking any extended breaks will be required to make up for that time or lose those wages. Time sheet is to reflect that time.
- Punctuality – arrive in time to open office/building/start programming promptly. Complete all closing duties at the end of shift.
- Breaks not taken are not accumulative.
- Employee is expected to maintain own time sheet and its accuracy.
- Payment is weekly.
- The time sheet must be accurately filled in and signed before a cheque will be issued.
- Vacation pay will be included in earnings each week.
- Personal phones and electronic equipment during work hours to be used in the case of emergency only.
- In the event of sickness or emergency, employee must notify the Clerk as soon as possible.
- All tools, safety equipment and resources required will be provided.
- All safety equipment provided must be used when appropriate.
- Smoking or vaping on any Village property is not permitted.

Overtime: Employee may be called in for additional hours.

Overtime rate (1.5x regular rate) does not apply until employee exceeds 48 hours in a week.

Employee, with approval of Village Clerk, may use accumulated hours for time off.

Physical Appearance: Employee is expected to keep a neat, clean and tidy appearance. Office: dark pants/skirt/kilt/capris and white/light coloured shirt or blouse is expected.

Recreation/Public Works: suitable attire for the activity involved.

Honesty: Time sheets and cash reports must be accurate.

Trust: Must maintain the confidentiality of the Commissioners and staff of the Village of Pugwash.

Discipline: In the event that an employee does something to warrant a verbal warning from the Clerk, a record of that warning will be kept. If the behaviour continues, a written warning may be issued. If the employee does not comply with the direction or policy in question, their employment may be terminated.

Termination of Employment: Employees must give at least two weeks' notice in writing to the Village Clerk.