

**TOWN OF OROMOCTO**  
*Recreation and Tourism Department*

**VISITOR INFORMATION CENTRE SUPERVISOR**

**FUNCTION:** To train, motivate and evaluate the VIC Counsellor position, and oversee the complete Visitor Information Centre operation, liaise with local industry partners.

**RESPONSIBLE TO:** Facilities, Culture & Tourism Officer

**RESPONSIBILITIES:**

- 1) Maintain the Oromocto Visitor Information Centre with a complete supply of brochures, pamphlets, maps, and other material necessary to operate effectively. Inform the Department of Tourism & Parks of material required;
- 2) Develop a training week and in-service training opportunities for the VIC Counsellor staff;
- 3) Ensure that VIC staff maintains a daily record of the number of visitors to the Oromocto VIC, time and date of visit, request made, and destination and submit this data to the Facilities, Culture & Tourism Officer monthly;
- 4) Ensure that staff maintain the general cleanliness of the Oromocto Visitor Information Centre;
- 5) Attend any training seminars, which would assist in improving knowledge or abilities about the position, and the VIC Counsellor position;
- 6) Liaise with local industry partners and ensure literature distribution to significant venues within Oromocto;
- 7) Maintain literature kiosks at the Oromocto Mall and Fredericton Airport on a weekly schedule;
- 8) Create and maintain a 3-person shift schedule for the summer and deal with any employment related issues as they arise;
- 9) Facilitate the delivery of the Department of Tourism & Parks Operator Self-Service and Intercept Programme service;
- 10) Assume the role of VIC Counsellor when required;
- 11) Develop a month-end and season-end report and forward to the Facilities, Culture & Tourism Officer prior to employment end;

- 12) Perform other duties relating to the position, as outlined by the Facilities, Culture & Tourism Officer.

**DESIRED EDUCATION AND SKILL REQUIREMENTS:**

This position requires persons able to work for several hours with minimal supervision. Persons applying for this position should be able to converse in both official languages and have a good knowledge of the Maritime Provinces. Communications and good public relations are also required.

Current Driver's License and proof of full COVID vaccination required.

Education: Minimum entering 2<sup>nd</sup> year post-secondary with 1-2 seasons of VIC Counsellor experience, or equivalent staff training and supervision.

**REPORTABILITY:**

The VIC Supervisor shall submit a monthly report to the Facilities, Culture & Tourism Officer outlining visitation statistics, problems, and an evaluation of the effectiveness of the operation.

The VIC Supervisor will also prepare bi-weekly time cards for each VIC Counsellor. Time cards will be submitted to the Facilities, Culture & Tourism Officer in time for payroll.

**RATE OF PAY:** \$15.50/ hr



*Recreation & Tourism student casual positions require that the applicant be a full-time student in the 2022-23 school year and entering or currently enrolled in a post-secondary institution for Fall 2023, or as defined by a third-party employment funding program. Confirmation of enrolment will be required.*

