Volunteer Visitor Ambassador Opportunity

Position: Volunteer Visitor Ambassador
Reporting To: Visitor Experience Specialist
Application Closing Date: Ongoing
Start Date: TBA
End Date: Ongoing (subject to change)
Level of Commitment: 4-20 hours per month (minimum 4 hours per month commitment expected)
Location: Various locations around Kamloops, indoors and outdoors

What's It All About?

Our Volunteer Visitor Ambassador team promotes Kamloops attractions, sports tournaments, cultural events, and other happenings in the city. The team answers questions, provides recommendations, and give directions at pop-up events – plus a heck of a lot more! We are looking for volunteers who are passionate about Kamloops and supporting remarkable visitor experiences. If you're able to recommend a top-notch hiking trail, explain how to grab tickets for an upcoming event, or read a map upside down, we'd love to hear from you. The Tourism Kamloops team and Kamloops visitors (and locals) come from all walks of life, and so do you! We believe diversity and unity amongst our team leads to remarkable visitor experiences and we welcome you to help contribute!

You Will:

- Identify visitor needs and provide accurate information, including information about accommodations, directions, and events, in a friendly and timely manner
- Set-up a pop-up tent and/or information booth at various locations throughout Kamloops, both indoors and outdoors

- Conduct visitor surveys and collect data (visitor origin, information requested, nights in community, etc.)
- Collaborate with team members by providing constructive feedback and new ideas for visitor servicing
- Occasionally volunteer independently at locations such as the Kamloops Airport

You Have:

- Excellent customer service skills
- Confidence in asking for additional support and clarification if/when required
- Comfortability working in a fast-paced environment and initiative during slower times
- Strong knowledge of local attractions, events, restaurants, transportation, and accommodation
- Comfortability reading a map and providing detailed directions within Kamloops and the surrounding area
- Availability to volunteer at events on evenings, weekends, and statutory holidays
- Access to a vehicle and a valid driver's license an asset.

We Will Provide:

- The opportunity to work with a fun and awesome team, and be part of a vibrant tourism economy in Kamloops
- The opportunity to join Tourism Kamloops for industry related and partner events
- Local ambassador training and techniques for answering visitor inquiries
- Tourism Kamloops branded uniform and nametag while volunteering
- Recommendation letter upon request
- Additional and ongoing learning opportunities, where available

Contact:

Please complete the following application : **APPLY NOW**