

**CITY OF FORT ST. JOHN
POSITION DESCRIPTION**

POSITION TITLE: STUDENT VISITOR INFORMATION COUNSELLOR
DEPARTMENT: COMMUNITY SERVICES
DATE: May 2005

NATURE AND SCOPE OF WORK

Student visitor Information Counsellors assist visitors by providing information and assisting them with any inquiries that they may have. Must be able to work flexible hours including weekends and evenings as required.

SUPERVISION RECEIVED

Report to the Visitor Services Coordinator

SUPERVISION EXERCISED

May assist with training new co-workers and/or volunteers and/or contract individuals.

KEY RESPONSIBILITIES

Performs a variety of general office duties including answering the phone, assisting customers, stocking shelves and keeping worksite tidy.

Assists visitor information centre customers in obtaining information regarding the area or other areas; maintains knowledge of community, regional and provincial events and information.

Assists with the maintenance of the CAP sites, ensuring that they are tidy and that equipment is in working order, runs virus scans and reports problems to supervisor.

Assists with the organization and running of special events at the Visitor Information Centre.

Performs related duties similar to the above in scope and function as required.

REQUIRED KNOWLEDGE, ABILITY AND SKILL

Exemplary customer service skills coupled with formal customer service training.

Capable of working independently and/or with a team.

Excellent public presentation skills

Excellent oral and written communication skills.

Knowledge of computers including word processing, database, publishing and spreadsheet programs, preferably Word, Excel and Access, Publisher and Adobe.

General knowledge of the community and area.

REQUIRED QUALIFICATIONS

- Grade 12 Diploma supplemented with computer courses
- Must be a student returning to school in the fall at a secondary or post-secondary level

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle feel or operated objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand, and talk or hear. The employee is occasionally required to walk: sit: climb: or balance stoop kneel, crouch or crawl and smell.

The employee must frequently lift and/or move up to 25 kg.. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

GENERAL

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related and/or a logical assignment to the position.

Formal application; rating of education and experience; oral interview and reference check; criminal record check; and job related tests may be required

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

This is a position in the BC Government and Service Employees' Union