

Senior Tourism Ambassador

Part-time

Wage Rate: \$17.20/hour



The City of Elliot Lake is looking for a passionate and experienced Senior Tourism Ambassador to join our team! As a Senior Tourism Ambassador, you will represent our company by engaging with tourists, providing expert insights on local attractions, and enhancing the overall visitor experience. This is a part-time role with flexible hours, perfect for those who have a love for travel, culture, and connecting with people.

Key Responsibilities

- Greets visitors who stop at the Tourism Centre
- Assists visitors with their inquiries by providing them with information with reference to accommodation, activities, attractions, and other community and tourism related initiatives
- Compiles visitor's information from the tourist information survey form
- Maintains an inventory of tourist information materials
- Sells canteen and gift shop items
- Maintains cleanliness of Tourism Centre including light upkeep of restrooms and grounds (Bathrooms are cleaned daily by separate team)

Qualifications:

- Bilingualism is considered an asset but not a requirement
- Ability to communicate effectively both orally and in written form with the general public, and other City staff
- Understand and meets the needs of customers within and outside the tourism industry
- Ability to work independently and in a group setting, utilizing project and time management skills

Why Join Our Team?

- **Make an Impact:** As a Senior Tourism Ambassador, you'll play a key role in shaping the visitor experience and promoting local culture. Your work will directly contribute to the success and growth of our tourism sector.
- **Flexibility & Work-Life Balance:** Enjoy a part-time schedule that allows you to maintain a healthy work-life balance, while still engaging in meaningful work.
- **Be Part of a Fun Team:** We're a close-knit team that values collaboration, creativity, and a positive atmosphere. You'll work alongside people who share your passion for tourism and cultural exchange.
- **Connect with People from Around the World:** Meet visitors from all over the globe, share stories, and gain insights from different cultures—every day is a new adventure!

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, a request for accommodation will be accepted as part of the hiring process. If you require accommodation, please contact HR.

CLOSING DATE: Wednesday, April 30, 2025

The City of Elliot Lake thanks all applicants. Only those selected for interviews will be contacted.

THE CORPORATION OF THE CITY OF ELLIOT LAKE POSITION DESCRIPTION

POSITION: Part-Time Senior Tourism Ambassador
DATE PREPARED: March 21, 2025
REPORTS TO: Manager of Economic Development
DEPARTMENT: Economic Development

MAIN FUNCTION:

Reporting to the Manager of Economic Development, Senior Tourism Ambassadors will be tasked with greeting and providing visitors to the region with information on a broad range of tourism related services available within the Municipality of Elliot Lake from the satellite Welcome Centre located at the Trailhead (Hwy 17 & Hwy 108). This is a temporary position with a term from June 6th to September 2nd. The Welcome Center is open weekends in June and September and 7 days a week in July and August. Ambassadors will be scheduled alternating weekends in June and September and rotating 2 and 3 day weeks in July and August.

PRIMARY DUTIES:

- Greets visitors who stop at the Tourism Centre
- Assists visitors with their inquiries by providing them with information with reference to accommodation, activities, attractions, and other community and tourism related initiatives
- Compiles visitor's information from the tourist information survey form
- Maintains an inventory of tourist information materials
- Sells canteen and gift shop items
- Maintains cleanliness of Tourism Centre including light upkeep of restrooms and grounds (Bathrooms are cleaned daily by separate team)
- Other duties as assigned

QUALIFICATIONS:

Knowledge, Skills, & Abilities:

- Bilingualism is considered an asset but not a requirement
- Ability to communicate effectively both orally and in written form with the general public, and other City staff
- Understand and meets the needs of customers within and outside the tourism industry
- Ability to work independently and in a group setting, utilizing project and time management skills

Working Conditions:

- Indoor and outdoor conditions
- Ability to lift / carry items weighing up to twenty pounds (20 LB)
- Will be required to interact with persons of varying dispositions
- Requires the ability to work day time, evening and weekend shifts as assigned, and will include statutory holidays
- Access to reliable transportation. Work location is at Hwy 108 & Hwy 17.

Note: the successful candidate will be required to undergo a vulnerable sector criminal records check at their own expense.