

## VISITOR INFORMATION CENTRE COUNCILOR

### TERMS OF REFERENCE

Assist the public find local and regional attractions and accommodations.

### TERMS OF EMPLOYMENT

Volunteer.

Hours may include weekends and holidays as available.

Site includes computers for public use.

### PREFERRED QUALIFICATIONS

- Proficient computer skills
- Good knowledge of the area, events and festivals, restaurants, shops and where to find leisure venues.
- Good listening and communication 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.
- Successful completion of a Vulnerable Sector (VS) 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

Conversational French

### Letter of interest to:

Lisa Betts, Clerk Treasurer

PO Box 220, Pugwash, NS, B0K 1L0

villagecommission@pugwashvillage.com

Telephone inquiries: 902 243 2946

Application deadline: N/A

# Village of Pugwash

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## 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 Nova Scotia Tourism Association (NSTA) from visitors: (number in party, origin and purpose of travel).
- Market the local and surrounding areas.
- 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.
- Cover all shifts as scheduled.
- Monitor computer use.
- Be prepared to assist the general public in basic computer use, internet searches and e-mail access.
- 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 any accident or injury and advise Clerk immediately.
- Respond to any emergency by alerting the appropriate emergency services and then only assist if capable and it is safe to do so.
- Keep and up-to-date list of emergency and staff contact numbers.

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## PERSONNEL POLICIES - VOLUNTEER STAFF

### RESPONSIBLE TO: Clerk Treasurer

- If not able to work a shift, please find an alternate, with Clerk's approval.
- 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.

**Physical Appearance:** Employee is expected to keep a neat, clean and tidy appearance. Dark pants/skirt/kilt/capris and white/light coloured shirt or blouse is expected. Recreation: suitable attire for the activity involved. No smoking during work hours permitted.

**Honesty:** Cash reports must be accurate.

## Village of Pugwash

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**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 as a volunteer may be terminated.

**Termination of Employment:** Volunteers should give at least two weeks' notice in writing to the Village Clerk.

As a representative of the Pugwash Village Commission and Village of Pugwash, all employees and volunteers are expected to be pleasant, helpful and respectful to the public and workplace.