



VILLAGE OF PUGWASH

Visitor Information Counselor – Full/part time, temporary JOB DESCRIPTION

Full time: May – August 35 hours/week
Part time June- August 21 hours/week

OBJECTIVE:

The planning and coordination of activities pertaining to the daily operation of a Visitor Information Centre (VIC).

RESPONSIBLE TO:

Clerk Treasurer

REQUIREMENTS:

Proficient computer skills
Good listening skills
Oral communication
Decision making
Job task planning
Finding information
Marketing
Working with others
Collecting data
Report writing
Organizing
High school graduation
Driver's license
Criminal Record Check (Vulnerable Sector level) from the RCMP
Ability to work unsupervised
Get along with other Village staff and visitors

Preference

Non smoker
First Aid/CPR training

PRIMARY RESPONSIBILITIES

- Always greet and interact with the public in a courteous and helpful manner.
- Carry out the daily functions of the Visitor Information Center (VIC).
- Ensure the VIC meets or exceeds the standards set forth by the Village Clerk.
- Collect statistical information as required by CNTA or the Nova Scotia Tourism Association (NSTA) from visitors: (number in party, origin and purpose of travel).
- Market the immediate as well as surrounding areas.
- Proficiently use internet to book accommodations, search for travel information etc.
- Clean up the public washrooms as necessary (major cleaning such as an overflow will be done by maintenance/janitor staff).
- Keep an accurate count of merchandise inventory and cash receipts.
- Cover all shifts as scheduled.
- Prepare daily, weekly and end of season reports.
- End of shift: clean and vacuum VIC and ensure it is fully ready to open the next morning. Secure 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 an up-to-date list of emergency and staff contact numbers.
- Assist the Village Clerk with any other task that may be required (helping with Gathering of the Clans, greeting bus tour groups, helping to provide luncheons that the Village undertakes for tourism promotion, etc.)
- Participate in staff meetings (one per month)

PERSONNEL POLICIES

RESPONSIBLE TO: Clerk Treasurer

HOURS AND PAYROLL

Working days:

Full time: Five (5) shifts of seven (7½) hours including ½ hour unpaid lunch

Part time: Three (3) shifts of seven (7½) hours including ½ hour unpaid lunch

Shifts will include weekends.

Breaks are unpaid. Employee taking any extended breaks will be required to add that time to the end of their working day or lose that time. This must be accurately reflected on the employee's time sheet.

Lunch break and any other breaks are unpaid.

Shift times: Shifts overlap to allow for extended opening hours: 9am to 6pm (Monday to Thursday) or 9am to 8pm (Fri/Sat) or 11am to 4pm (Sundays)

Employee is expected to maintain own time sheet and its accuracy.

Payment is weekly and by cheque.

The pay period runs from Monday to Sunday. Pay cheques will be issued within a week of the end of the previous pay period.

The time sheet must be accurately filled in and signed before a cheque will be issued.

Vacation pay will be included in earnings each week.

All earnings are reported by the Village of Pugwash to Revenue Canada. It is the employee's responsibility to claim all their own earnings to Revenue Canada.

Overtime: Overtime rates do not apply until employee exceeds 48 hours in a week.

Rate of overtime pay or holiday pay is as described by NS Dept of Labour.

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.

Trust: Must maintain the confidentiality of the Commissioners and staff of the Village of Pugwash.

Honesty: Time sheets and cash reports must be accurate.

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 may be terminated.

Termination of Employment: Employees must give at least one weeks' notice in writing to the Village Clerk.