

VISITOR INFORMATION CENTRE COUNCILOR

TERMS OF REFERENCE

Assist the public find local and regional attractions and accommodations. Terms may change as the COVID-19 pandemic progresses and restrictions ease. Conditions below refer to “normal” working hours. If restrictions are not eased off sufficiently, hours may be reduced.

TERMS OF EMPLOYMENT

Full time: May - August 35 hours/week \$15/hour

Hours will include weekends and holidays. Additional hours may be available. Site includes computers for public use.

All seasonal positions must go through the hiring process annually. Past experience as an employee of the Village, although useful, is no guarantee of future employment with the Village.

QUALIFICATIONS

- Experienced in working with the public in tourism or retail industries.
- Good knowledge of the area, events and festivals, restaurants, trails, shops and where to find leisure venues. Capable of reading a map.
- Good listening and communication skills
- Proficient computer 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.
- If hired: 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

Competent in conversational French

Village of Pugwash

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. Make bank deposits as required.
- Update VIC information manual as required.
- Cover all shifts as scheduled.
- Monitor computer use.
- Develop and lead basic computer skills programs and workshops for a variety of age groups and needs aimed at persons with disabilities, persons with employment or social barriers, youth, seniors, etc. with a focus on crime prevention, public health and safety, or cultural development or historical preservation.
- Be prepared to assist the general public in basic computer use, internet searches and e-mail access.
- Prepare daily, weekly and end of season reports.
- End of shift: clean and vacuum and ensure it is fully ready to open the next morning.
- 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.
- Assist the Village Clerk with any other task that may be required
- Participate in staff meetings (one per month)

Send résumé and cover letter to:

Lisa Betts, Clerk Treasurer
PO Box 220, Pugwash, NS, B0K 1L0
villagecommission@pugwashvillage.com

Telephone inquiries: 902 243 2946

Application deadline: 4pm **Monday April 3rd**

PERSONNEL POLICIES - SEASONAL OFFICE/RECREATION STAFF

RESPONSIBLE TO: Clerk Treasurer

- Lunch break: one half hour (unpaid)
- Mid-morning/afternoon 10-15 minute paid break. Employee taking any extended breaks will be required to make up for that time or lose those wages. Time sheet is to reflect that time.
- Breaks not taken are not accumulative.
- If not able to work a shift, employee is responsible to find alternate, with Clerk's approval.
- In the event of sickness or emergency, employee must notify the Clerk as soon as possible.
- Employee is expected to maintain own time sheet and its accuracy.
- Payment is weekly and by cheque.
- 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.
- Personal phones and electronic equipment during work hours to be used in the case of emergency only.
- All tools, safety equipment and resources required will be provided.
- All safety equipment provided must be used when appropriate.
- No smoking on any Village property permitted.

Overtime: Employee may be called in for additional hours.

Overtime rate (1.5x regular rate) does not apply until employee exceeds 48 hours in a week. Employee, with approval of Village Clerk, may use accumulated hours for time off.

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: Time sheets and cash reports must be accurate.

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 may be terminated.

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