



TRAVEL COUNSELLOR

Jasper's Local Experts

Travel Counsellor – Jasper Visitor Information Centre

Are the mountains calling? Are you ready for your next adventure? Well, here is your opportunity to venture beyond an ordinary job and become a Jasper Travel Counsellor! By becoming a highly trained local expert, you will have a chance to learn about and experience many of the great attractions and adventures that Jasper has to offer. This opportunity will help develop valuable career skills and connect you with people from all over the world all while having the satisfaction of helping visitors plan unique and memorable experiences by providing insights and friendly recommendations. We are seeking individuals who are personable, customer service oriented, and passionate about promoting Jasper. If this sounds like you, apply now!

Company Overview

Tourism Jasper is the official marketing organization of Jasper and Jasper National Park, Canada's base of adventure. As the keepers of the Jasper brand, our role is to present Jasper as it really is; an awe-inspiring and authentic Rocky Mountain destination-the entry point of Canada's most epic adventures. It is from here that the greatest personal expeditions begin; where explorers and wanderers from around the world collect to enjoy the activities, accommodations, restaurants, and business of the town of Jasper, before taking on the real Canadian Rockies of Jasper National Park.

Primary Responsibilities

- Promote accommodation, attractions, and experiences throughout Jasper to encourage visitors to venture beyond
- Provide exceptional customer service and engage with each visitor who enters the information centre
- Help visitors plan their stay in Jasper
- Distribute information, promotional materials and travel essentials
- Answer telephone, email, and social media inquiries in a timely manner
- Complete administrative tasks such as preparing reports, and collecting and entering visitor statistics, vacancy reports, and business referrals
- Engage visitor through multi-channels
- Other duties as assigned



IF YOU ENCOUNTER A MOOSE

- 1.
- 2.

Find something large and solid to keep between you and the moose.

- 3.

If you are knocked to the ground, roll into a tight ball and play dead.

- 4.

Wait for the moose to move along.



Qualifications

- Strong interpersonal skills, problem-solving abilities, outgoing and dynamic personality
- Demonstrate the ability to work well under pressure in a fast-paced environment
- Preference will be given to candidates with some post-secondary education in tourism, hospitality, customer service, sales experience and/or related fields
- Computer skills (including Microsoft office) are essential
- Knowledge of a second language is an asset but not a requirement
- Ability to demonstrate a strong working relationship with colleagues and work in a team setting
- Highly responsible and reliable

Physical aspects of the position (Include but are not limited to):

- Frequent standing and walking throughout shift
- Frequent kneeling, pushing, pulling and lifting. Up to 7 lbs or 15kgs
- Frequent ascending or descending stairs and ramps

This position is located in Jasper, Alberta.

Salary: \$17/hour

Hours of work: 24 - 40 hours per week

Please note: The contract for this position ends on September 30, 2020. Weekend and Statutory Holiday work is required.

Closing Date: March 3, 2020

Start Date: April 20, 2020

Please forward a cover letter and resume to Fawn Furlotte at fawn@jaspercanadianrockies.com

Tourism Jasper would like to thank all applicants, but only those selected for an interview will be contacted.