



# VISITOR INFORMATION CENTRE ONSITE SUPERVISOR

## Job Description

### Onsite Supervisor – Jasper Visitor Information Centre and Mobile Tricycle

Exciting opportunities are available at the Jasper Visitor Information Centre and Mobile Tricycle! Are you passionate about showing the best of Jasper to all visitors? Do you have strong people skills and a knack for customer service? Are you proud to be or become a Jasperite and would like to add your skills to the efforts of Tourism Jasper? Here is your chance to learn about and experience many of the great attractions and adventures that Jasper has to offer, to develop valuable career skills, and to connect with people from all over the world. We are seeking individuals who are personable, customer service oriented and passionate about promoting Jasper. Excellent interpersonal, communication and sales skills are required.

### Company Overview

Tourism Jasper is the official marketing organization of the 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

- Daily on-site supervision of Tourism Jasper staff at the Visitor Information Centre, including performance management.
- Serve as the first point of contact for any issues between Tourism Jasper and Parks Canada VIC staff.
- Oversee the brochure racking program at the VIC and train station and will work with the Visitor Information Centre Coordinator to ensure it is managed in accordance with the Brochure Racking Program Policy.
- Compile daily vacancy reports and visitor statistics.
- Delegate daily work tasks
- Ensure visitor inquiries by phone and email are handled in a timely manner
- Manage inventory of promotional material and travel essentials
- Provide exceptional customer service and engage with each visitor who approaches the Information Centre and Tricycle
- Promote accommodation, attractions and experiences throughout Jasper to encourage visitors to do more and extend their length of stay
- Help other Tourism Jasper staff as needed
- Complete other administrative tasks as required



#### IF YOU ENCOUNTER A MOOSE

1.  
Run.
- 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

- Grade 12 plus a minimum of 2 years of relevant post-secondary education and/or equivalent practical experience.
- Possess excellent written and verbal communication skills and project a positive public image for Tourism Jasper.
- Excellent organizational, interpersonal and leadership skills
- Exceptional customer service skills
- Empathetic listening skills
- Solution-oriented problem solving skills
- Awareness of community issues and ability to effectively communicate organizational messaging
- Knowledge of Jasper tourism products and experiences
- Ability to work effectively in a team environment
- Strong computer literacy (including Microsoft applications) is essential.

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

- Frequent standing and walking throughout shift
- Frequent kneeling, pushing, pulling, lifting up to 7 lbs and riding/pushing the tricycle to different locations
- Occasional ascending or descending stairs and ramps

This position is based in Jasper, Alberta.

**Salary:** \$19/hour

**Hours of work:** 40 hours per week

**Please note:** This position requires a minimum one year commitment

**Start Date:** TBA

Please forward a cover letter and resume to Fawn Furlotte at [fawn@jaspercanadianrockies.com](mailto:fawn@jaspercanadianrockies.com)

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