



M.V.I.C. Visitor Information Counsellor

Dear Applicant:

Thank you for your interest in becoming part of the Municipal Visitor Information Centre (MVIC) Team. Included with this letter is an application to the Events Department. While you will mainly work in the VIC, please note that we do work as a team and you may be required to work in another department, as well as outside of the normal operating hours. All staff members are required to be available for work on Canada Day, July 1st.

Our application and hiring processes are as follows:

1. Submit a cover letter and application. The cover letter should outline why you are applying for the position and any experience or qualifications that would help you in the position.
2. Please include details of any relevant French language courses / certifications that you currently hold.
3. Applications are to be submitted to the Municipal Office no later than **4:30pm, May 6th, 2024**.
4. Interviews will be held in May. Only those selected for an interview will be contacted.
5. Depending on the position, MVIC Visitor information counsellors work 8-12 weeks with an end date of Labour Day weekend. Each position will work 35-40 hours per week. Please indicate on the form any time off that you will require this summer, i.e. family vacation, graduation, etc.
6. All seasonal staff must attend a **mandatory orientation** and training day scheduled June 3rd, 2024.

If you have any concerns or need clarification of the application form or on the application process, please contact the Events Department at (506) 466-7700 x126. We would be happy to discuss the positions available and your application.



Job Posting – MVIC Visitor Information Counsellor

Interested applicants, provided they meet the eligibility, should submit a completed application form to Patty Anderson, MVIC Supervisor, prior to the posting expiry date. Please submit via email events@chocolatetown.ca, in person at the Municipal Office at 22 Budd Ave, St. Stephen, NB, E3L 1E9

Job Title:	Seasonal Visitor Information Counsellor, Visitor Information Centre
Reports To:	MVIC Supervisor
Posting Date:	April 19, 2024
Posting Expiry Date:	May 6, 2024, 4:30pm
Anticipated Start Date:	July and August - full time (35-40hrs/wk) – two positions. Weekends in June and September possible. Note that dates may change due to availability of grants
Job Summary:	<p>As a Visitor Information Counsellor, you are responsible to greet the general public and give the best possible visitor service/product recommendations for their stay, based on their needs. You will draw on your knowledge of local, regional and provincial tourism activities. You will provide clear travel directions to visitors using provincially designated route and exit numbers. You will be comfortable working independently and as a team. You must be able to provide service in both English and French.</p> <p>The M.V.I.C. is open weekends in June and September and seven days a week in July and August. Staff will act with general independence and must be able to work flexible hours including evenings and weekends.</p>
Job Duties:	<ul style="list-style-type: none"> • Ability to service the general public in both official languages as required • Give information and travel advice for local, regional, and provincial destinations • Have general knowledge of Chocolate Fest and the International Festival • Be aware of local businesses and products catering to visitors • Daily cleaning and upkeep of interior and exterior of facility, including grounds
Education and Certification	<ul style="list-style-type: none"> • High school students or post-secondary students with strong communication skills, excellent directional knowledge, and a wide knowledge of tourism-based products and services • A valid NB Driver’s License is an asset • French Language Proficiency Certification of <i>Intermediate</i> or higher is required for a full time position.



<p>Supervision and Training:</p>	<p>The Visitor Information Counsellors report directly to the MVIC Supervisor. The successful candidates must attend all necessary training sessions. Mandatory online training is hosted by the New Brunswick Department of Tourism, Heritage and Culture. Additionally:</p> <ul style="list-style-type: none"> • A mandatory orientation and training day will be held June 3rd, 4-8pm. • First Aid and Safety training will be provided
<p>Requirements:</p>	<ul style="list-style-type: none"> • Candidates fluent in both official languages in Canada will be given priority over those who are unilingual. • Excellent at map reading and providing directions. • Knowledge of St. Stephen and surrounding area attractions, restaurants and accommodations is <u>essential</u> • Good communication and interpersonal skills. • Must be a team player and supportive of all staff in accomplishing goals. • Honest, hardworking, energetic, and customer focused. • This is a front-line position with both inside and outside work. • Able to handle issues/concerns in a positive manner. • Good organizational skills • All staff are expected to follow the Municipal District of St. Stephen Safety Policy and NB Workplace Health and Safety Act <p>Fundamental Skills (communicate, manage information, use numbers, think and solve problems), Personal Management Skills (demonstrate positive attitudes and behaviours, be responsible, be adaptable, learn continuously, and work safely), and Teamwork Skills (work with others, participate in projects and tasks).</p>
<p>Working Conditions:</p>	<ul style="list-style-type: none"> • This position requires 35-40 hours per week, between 9:00am – 5:00pm on a set schedule, with additional hours that may be required for community events. • Must be available to work statutory holidays, including Canada Day, July 1st • Requires both independent work and teamwork. • Dress code – staff shirt, no ripped bottoms. Shorts/skirts must reach mid thigh. • Work site is one of the municipal’s public facilities and is monitored via video surveillance. The main work location is the VIC building on the waterfront. • This is a front-line position with mostly inside but some outside work as well, with the potential to deal with uncooperative public. • Must be flexible to work evenings and weekends.



Date Received: _____

Seasonal Employee Application Form – MVIC Visitor Information Counsellor

Please complete this form in full and include it with your cover letter.

Personal Data

Name:

Mailing Address:

Telephone:

Email:

Requested Time Off (If Required):

Education, Certification and Training

Highest Level completed:

Year Completed/Estimated Graduation:

Name of Academic Institution:

Languages: (Please circle all that apply)

Spoken:
English
French
Other (please specify)

Written:
English
French
Other (please specify)

Training/Employment: (Please list details which would be beneficial to this position)

Training/Employment:

Dates:

Certification: (Please list all current certifications, date earned, and expiry date)

Certification

Date Earned

Expiry Date

French Language Proficiency Certification
level achieved _____

Workplace Standard First Aid?



Some positions are only available due to funding from the Federal and Provincial student grant programs.

Were you a full-time student in the spring of 2024? _____

Are you returning to full-time studies in the Fall of 2024? _____

By my signature on this application, I:

- a. Authorize the verification of the above information and any other necessary inquiries that may be needed to determine my suitability for employment.
- b. Affirm that the above information is true to the best of my knowledge.

Signature: _____

Date: _____

References

Please list two references who are not members of your family.

Name:	Number:
Relationship:	Email address:
Name:	Number:
Relationship:	Email address:

From time to time we are contacted by other employers with job opportunities. If you would like us to share your information with these employers, please initial here _____