

Position: Coordinator, Visitor Centre & Retail Operations: Part-time

Reports to: Board of Directors

Location: Christina Lake Visitor Centre



Who We Are:

Christina Lake Tourism Society is committed to providing exceptional visitor experiences and supporting the growth of our local tourism industry. We operate the Christina Lake Visitor Centre, which serves as a hub for visitor information, retail operations, and community engagement. We are looking for a dedicated and organized individual to manage our Visitor Centre and retail operations, ensuring that every visitor to Christina Lake leaves with a positive and lasting impression.

Your Mission:

As the Coordinator, Visitor Centre & Retail Operations, you will be responsible for the daily operations of the Visitor Centre, including training and supporting staff and volunteers, managing retail activities, and ensuring the financial health of our retail operations. Your role is crucial in maintaining the high standard of visitor services that Christina Lake is known for.

What You'll Do:

Visitor Centre Operations:

- Train, support, and supervise visitor centre staff and volunteers, ensuring they provide exceptional service to all visitors.
- Oversee the scheduling and daily operations of the Visitor Centre, ensuring it is staffed appropriately and runs smoothly.
- Monthly accounts payable entries including submitting invoices for payment, bi-weekly payroll submission and bank deposits.

Retail Management:

- Manage all aspects of retail operations, including ordering, stocking, merchandising, and promoting goods.
- Oversee financial activities related to retail, including sales reporting, budgeting, and inventory management.

Social Media Support:

- Support the Member & Destination Management Manager by ensuring that social media content is effectively displayed within the Visitor Centre.
- Assist with social media posting as needed, aligning with overall marketing strategies and goals.

Visitor Experience & Engagement:

- Ensure that visitors receive accurate information, excellent service, and a warm welcome to Christina Lake.

- Implement strategies to enhance the visitor experience, including the development of new retail products and services.

What You Bring:

- Experience in retail management, visitor services, or a related field.
- Strong organizational skills and attention to detail in managing operations and financial activities.
- Excellent communication skills, with the ability to train and lead a team of staff and volunteers.
- A commitment to providing outstanding service and creating memorable visitor experiences.
- Familiarity with social media platforms and the ability to support online marketing efforts.

Perks & Compensation:

- Hourly rate commensurate with experience and opportunity to grow with new retail sales programs.
- 3 days per week, Friday-Sunday up to 20 hours per week.
- **NOTE: Currently hiring for 2 part-time roles with Christina Lake Tourism Society and there is an option to combine these roles into one full time if candidate is interested.**
- Opportunities for growth and development within the organization.

HOW TO APPLY: Submit resume by email to eventcoordinator@shaw.ca

Deadline for applications: September 5th, 2024