



LINKING A WORLD OF OPPORTUNITY

VISITOR SERVICES ASSISTANT (One Year Maternity Leave)

The **Port of Prince Rupert** is located on the scenic North Coast of British Columbia. As Canada's second largest West Coast port, the Port is strategically situated on the Pacific Rim, with the deepest natural harbour in North America and direct connections to the North American continent by CN Rail's network reach. Its facilities include modern, high-throughput coal and grain terminals, two cruise terminals and an innovative, intermodal container terminal anchoring the fastest and most reliable trade corridor on the West Coast.

Prince Rupert is home to amazing wildlife and wilderness adventures, unique history and cultural experiences, and the spectacular scenery of the rugged Coast Mountain Range and the Great Bear Rainforest. Easily accessible by air, rail, cruise ship, ferry or car, Prince Rupert's attractions include First Nation cultural works of art, fine North Coast galleries and boutiques, parks and walking trails, restaurants and coffee shops. A balanced lifestyle might include enjoying a round of golf on the golf course or spending time out on the water kayaking, fishing, or taking in the scenery. Reasonable housing costs, organized sports, volunteer opportunities, modern recreation facilities, community groups and festivals all contribute to a comfortable and fulfilling lifestyle for those living in this community.

Watch video clip of Prince Rupert at: <http://www.youtube.com/watch?v=OUzYCnmOZMs>

POSITION SUMMARY

Reporting to the Director of Public Affairs, the Visitor Services Assistant provides training, support and supervision to the front-line customer service staff working in the Port Interpretive Centre/Visitor Information Centre. Responsibilities include staff management and reporting, updating content and information in the PIC, and engaging with the public to provide Port-related and tourism-related information and assistance.

MAJOR POSITION ACCOUNTABILITIES

1. Supervises the Port Interpretive Centre/Visitor Information Centre staff in a variety of ways; supplying up-to-date Port and visitor-related information, delegating and supporting project work, developing tours, and providing instruction and support in the day-to-day operations.

2. Works with the Community Relations and Communications teams to plan and execute the Port Interpretive Centre exhibit space, including content updates and event programming.
3. Tracks and records all statistical data required by external and internal stakeholders. Generates monthly, seasonal and annual reports for Tourism Prince Rupert and the Director of Public Affairs.
4. Manages visitor and tour bookings and event coordination in the Port Interpretive Centre.
5. Engages with public audiences in a variety of ways, including conducting tours of the Port Interpretive Centre, answering inquiries related to both port-related activities and general visitor information.
6. Conducts research on port-related subject matters relevant to the Port Interpretive Centre and Public Affairs.
7. Provides other administrative support including, but not limited to, answering phone calls and emails, as well as maintaining records and generating internal status reports.
8. Provides on-going support to the Director, Public Affairs and community relations team on all community relations activities as needed.
9. Performs other related duties, as required.

WORKING CONDITIONS

- Works predominantly in the Port Interpretive Centre/Visitor Information Centre
- Term contract, full-time position (37.5 hours per week). Regular working hours are Mondays to Fridays, 8:30 AM to 5:00 PM with 1 hour lunch break (unpaid).
- Regular work hours may be varied to meet operational needs, including evenings and weekends.

SPECIFICATIONS

Formal Education

- Post-Secondary education

Related Experience

- 1 to 3 years' experience in a customer service work environment
- Experience in tourism-related work environments is an asset

Other Requirements

- Strong spoken and written communication skills
- Customer service skills

- Organizational skills
- Good judgment and tact in dealing with sensitive issues and confidential information
- Able to establish and maintain effective working relationship with all levels of employees
- Able to manage multiple projects concurrently and to effectively handle changing priorities
- Enthusiastic and self-motivated. Works well individually as well as in a team environment.
- Demonstrates commitment to the Port's Vision
- Resilient. Embraces change and thrives on change.
- Works well in a high-paced entrepreneurial environment
- Good attention to detail
- Proficient in Microsoft Office, especially Microsoft Word, Excel and PowerPoint, and Mac programs
- Able to obtain security clearance under Transport Canada's Security Clearance Program
- Ability to communicate in French is an asset

Individuals of aboriginal descent are strongly encouraged to apply.

Interested candidates are requested to submit their application in confidence by **January 17, 2018** to:

Director, Human Resources
Prince Rupert Port Authority
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