

TOWN OF VULCAN

Job Description

POSITION:	VISITOR SERVICES ADVISOR
DEPARTMENT:	Tourism
IMMEDIATE SUPERVISOR:	Community Services Manager
IMMEDIATE SUBORDINATES:	N/A
STATUS/HOURS OF WORK:	Full time – 35-40 hrs per week on modified flexible work schedule including weekends. Part time- 20-24 hrs per week on modified flexible work schedule including weekends. Starting May 1 st to Sept 21 st 2026

SUMMARY OF POSITION:

Under the direction of the Community Service Manager, the Visitor Services Advisor's primary role is to provide Vulcan Tourism Centre visitors with information to enhance their experience in the area and promote longer stays in the Vulcan region. Additional duties include retail sales, maintenance of displays, tracking tourist visits, and working collaboratively with other Town staff. Visitor Services Advisors will also be expected to promote and assist with all Tourism events ran by the Community Services Manager.

TASK DISCRIPTION:

- To welcome visitors to the Tourism Centre and to offer advice and information on places of interest, travel and facilities in Vulcan and the surrounding area.
- Respond promptly to telephone, e-mail, and in-person inquiries.
- Create meaningful connections and fulfilling experiences for guests.
- Assist the Community Services Manager in the organization, implementation and follow-up of Tourism Centre related special events.
- Track detailed visitor information as required.
- Update website and use social media to promote Vulcan Tourism
- Maintain displays and brochure stands.
- Refer inquiries to the appropriate individuals, services, or departments within the Town, or to external organizations if appropriate.
- Carry out the sales and restocking of displays for promotional items and souvenirs.
- Receive items and have them entered into the inventory system.
- Receive payments from customers for merchandise.
- Cash out and balance of Tourism Centre float, and inventoried items for sale through the point of sales system
- Maintain general cleanliness and professional appearance of Tourism Centre
- To undertake any other associated duties as assigned within the Tourism Centre by the Community Services Manager

REQUIRED EDUCATION, TRAINING AND EXPERIENCE:

- Have a minimum of a high school diploma or equivalent.
- Previous retail or customer service experience within travel and tourism an asset
- Experience working with Microsoft Office products, including Excel, Word, and Outlook

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or willingness to learn.

- Experience in sales and cash handling with knowledge of Point of Sale an asset
- A positive police security clearance (with the Vulnerable Sector Check if over 18 years old)

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- To have a sound knowledge of local tourist attractions and facilities as well as attractions throughout the region
- Ability to work a flexible schedule including weekends and holidays.
- Excellent organizational and time management skills
- Ability to work with minimal supervision and exercise considerable independence of judgment.
- Strong written and verbal skills to communicate with a diverse range of individuals.
- Strong customer service orientation and an ability to communicate courteously and effectively with the public.
- Ability to effectively manage interruptions and prioritize workload on short or little notice.
- Willingness to learn and adapt to change.



Town of
Vulcan
ALBERTA