



Village of Carmacks
P.O. Box 113
Carmacks, YT Y0B 1C0

Employment Opportunity Visitor Services Coordinator

The Visitor Services Coordinator (VSC), under the direction of the Chief Administrative Officer, provides and leads with the Visitor and Tourism Services functions of the municipality, oversight of communication notices, and point of contact of municipal service functions at the Visitor Information Center

Qualifications: please submit your resume clearly demonstrating how you meet the following qualifications:

Education & Experience:

- Minimum Grade 12 graduate with tourism courses and/or hospitality courses. An equivalent combination of experience and training may be considered on an under-fill basis.
- Experience in a municipal or local government setting would be an asset.

Specific Skills:

- Ensure that the organization has capability and capacity of talent at all levels to deliver on business strategy. This includes proactively recruiting, training and managing the Visitor Centre team.
- Plans, schedules, assigns and supervises the work of recurring seasonal and student employees; monitors staff performance and conducts performance reviews; provides and/or assists with orientation and training provided to new staff and student employees
- Support CAO and Municipal Clerk as required.
- Perform some Municipal Clerk duties when the position is absent.
- Computer literate, including effective working skills of MS Word, Excel, PowerPoint and Outlook.
- Ensures the maintenance of inventory control of tourism literature and initiates replenishment requests as required.
- Prepare departmental reports for council meetings and as required by CAO.
- Report all public concerns, complaints, and information of note to CAO as necessary.

Telephone: (867) 863-6271
Fax: (867)863-6606
Email: info@carmacks.ca



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- Coordinates the activities of the Centre to ensure standardization of information with other territorial and community-based Visitor Information Centers.
- Participates in staff meetings.
- Prepares annual report on the Visitor Information Centre's operations.
- Ensures visitor needs are met by answering questions and providing information in person and by email in a professional manner.
- Performs tourism related research.

Interpersonal Skills:

- Ability to work effectively as part of a team.
- Ability to provide guidance, advice and direction.
- Excellent oral and written communication skills
- Ability to maintain and communicate the importance of strict confidentiality.

Compensation:

- The salary for this position is commensurate with qualifications & experience.
- The wage scale for this position is Level 3 Step 1 (\$28.47/HR) to Level 3 Step 5 (\$34.16/HR)
- The position is Full-Time Temporary (37.5 Hours per Week - Seasonal/Temporary) with an opportunity towards Full-Time Employment.
- Successful Candidate must be prepared to be living in the community by June 3rd, 2024.

Licenses, Certificates and Courses will be considered

Interested applicants are invited to submit by **4pm, May 24th, 2024** their resume and cover letter electronically to the undersigned marked "Personal & Confidential"

The Village of Carmacks thanks all applicants for their interest, only applicants successfully screened in for interviews will be contacted.

A detailed job description is available upon request.

Send resumes via Email with "Visitor Services Coordinator" in the subject line to:
CAO@carmacks.ca

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