

MANAGER OF VISITOR SERVICES – BILINGUAL

COMPENSATION

- Comprehensive extended health and dental benefits, plus annual health/wellness spending account
- Retirement savings plan with employer matching program
- Employee and family assistance plan
- Paid vacation entitlement (in non-peak tourism season) and paid year-end break
- Parking allowance

POSITION SUMMARY

The Manager of Visitor Services is responsible for the day-to-day management of Tourism Kingston's visitor services, which include a physical Visitor Centre open seven days a week; online, phone, and email services; as well as satellite operations and special events support. The Manager oversees all daily operations, managing a team of engaged, customer-focused visitor services staff and delivering a high-quality, multilingual experience for visitors, residents, and tourism partners.

This role creates, directs, and manages the Visitor Information Centre's annual plan, guided by Tourism Kingston's strategic plans and Integrated Destination Strategy. Plans and operations prioritize a customer-focused, welcoming, and inclusive environment; connecting visitors with Kingston businesses and attractions to generate economic impact; revenue generation to support operations; and sustainability.

The Manager of Visitor Services position requires a strong retail and customer service background. Bilingualism (English/French), with strong verbal and written abilities in both languages, is mandatory. Experience in a tourism environment or similar environment is preferred. The incumbent should have a demonstrated track record of relationship building; revenue generation; data collection, analysis, and reporting; and engaging employee management.

WORKING CONDITIONS

The position requires varied hours of work to carry out the duties assigned. This position is expected to oversee a seven-day-a-week Visitor Centre including holidays, with increased hours in peak tourism season (spring through fall). Tourism events are often scheduled outside Tourism Kingston's regular business hours. The Manager is expected to be available to work early mornings, evenings, weekends, and some statutory holidays.

KEY RESPONSIBILITIES

- Create and share annual business plan with community stakeholders.
- Consult community partners, such as accommodations, attractions, and transportation representatives to effectively promote Kingston as a year-round destination and provide accurate information to visitors.

- Attend, promote, and participate in community and special events.
- Oversee and track progress; maintain inventory and sales records to evaluate the success of sales and customer services initiatives, projects, and events; communicate progress regularly to the Chief Executive Officer.
- Manage Kingston-branded merchandise and the local makers program. Maintain inventory levels in-store and online, replenishing stock as needed proactively.
- Provide frontline visitor services in-person, by phone and email, and virtually.
- Be a brand ambassador for Tourism Kingston and Kingston, including day-to-day services at the centre; when engaged in the community; participating on committees and working groups; and through formal presentations, conferences, and panels.
- Develop and maintain an exceptional customer service program that prioritizes connecting visitors with Kingston experiences to generate revenue for partners and economic impact for the community.
- Hire, train, and manage frontline staff for the Visitor Information Centre, including scheduling and payroll. Implement effective and motivating programs to engage staff and deliver high quality customer service.

EDUCATION

A degree or diploma in business administration, retail management, tourism management, or related field is considered an asset.

EXPERIENCE

- A minimum of 10 years of experience in tourism-related sales and/or retail management in client-focused environments.
- Experience with personnel management, staff development and training, team building, and ability to work productively and collaboratively with all levels of management and staff.
- Demonstrated experience in developing and maintaining inventory and a balanced budget.
- Professional, positive attitude and demeanour with strong written and verbal communication skills in English and French. Demonstrated skill in presenting information and facilitating positive dialogue with staff, colleagues, and the public.
- Demonstrated experience and competence with point-of-sale systems and cash-handling experience.

REQUIRED SKILLS

- Bilingual; Must be able to read, write, and speak fluently in both English and French.
- Valid Driver's license with reliable vehicle.
- Solution-oriented, resourceful, and imaginative thinking is required.
- Demonstrated organization and project management skills.
- Experience managing a team of 5+ employees, both permanent and seasonal in nature.
- Excellent interpersonal communication skills, including presentation and public speaking ability both in-person and in virtual platforms.
- Well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people-management skills.

- Professional, responsive, and a positive work attitude is essential. Flexible approach to work, including willingness to support staff, adjust schedule, and flex plans as customer needs demand.
- Resiliency: ability to work in a fast-paced and demanding environment.
- Proficiency with Microsoft Office Suite (Outlook, Word, and Excel).
- Working knowledge of CRM (Simpleview) is an asset.

DISCLAIMER

The job description outlined above is meant to describe the general nature of work being performed. It is not intended to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent.

HOW TO APPLY

Please submit all applications to brittney@tourismkingston.com. Only successful applicants will be notified.