

## Schedule A – Job Description

### Visitor Services Team Leader

#### **Position summary**

The Visitor Services Team Leader assists the Manager / Director of Visitor Services in training and overseeing the staff and operations of the Visitor Information Centre and Visitor Services programs. Duties include guiding and supporting the Visitor Services team in providing information on Kingston visitor attractions, events, accommodations, businesses, and services. The Team Leader provides excellent customer service in person and online. They also support the Tourism Kingston sales, marketing, and other key portfolios in a variety of tasks and special events. This position is based at the Visitor Information Centre but may also work off-site at key visitor attractions and tour locations in Kingston. This is a bilingual (English/French) position.

#### **Key responsibilities**

##### *Customer Service*

- Deliver visitor service excellence.
- Promote services, products, and properties of tourism partners to visitors.
- Work in partnership with other employees to maximize the centre's sales and in-store presence.
- Ensure that tourism literature is regularly stocked and current.
- Collect and input visitor data into CRM software.
- Lead by example

##### *Operations*

- Assist in the operations of a safe, welcoming, and successful Visitor Information Centre.
- Generate and process ticket and merchandise sales.
- Review and ensure accuracy in all transactions, inventory, and procedures.
- Review merchandising on a daily basis and ensure that displays are stocked appropriately.
- Ensure a welcoming, informative space for visitors inside and outside the centre. (This may include creating spaces for special events on the patio, setting up A-frames, or selecting appropriate music playlists.) Assist in ensuring all tasks and daily procedures are completed and meet to expectations.
- Review operating practices with the Visitor Information Centre leadership team and implement improvements where necessary in order to exceed annual plan goals.
- Provide training for the Visitor Information Centre employees in all aspects of operations.
- Other projects as directed by the Visitor Services manager and Tourism Kingston administration.

#### **Required Skills and Experience**

- Minimum two years of relevant experience in customer service, or retail.
- Valid driver's license with a reliable vehicle.

- Demonstrated leadership experience
- Team player with the confidence to represent the Kingston brand and Tourism Kingston professionally, including presenting to community partners
- Decisive and insight-driven decision-maker with ability to thrive in a fast-paced environment with competing demands
- Polished and effective communicator capable of leading discussions, directing and redirecting staff, and building consensus across stakeholders
- Creative and innovation-minded individual who proactively seeks opportunities to enhance and/or refine strategies and plans
- Supportive and team-oriented; enjoys collaboration and contributing to a positive work culture
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint)
- Working knowledge of Square retail software is considered an asset

### **Working Conditions**

This position is based at Tourism Kingston's Visitor Information Centre in downtown Kingston, Ontario. The position requires varied hours of work to carry out the duties assigned and will work a maximum of 30 hours per week. This position is expected to be available to work early mornings, evenings, Saturdays, Sundays and statutory holidays as required.

### **Disclaimer**

This job description 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.

### **Hiring Process**

1. Initial Phone Screen
2. In-Depth Interview
3. Reference Checks
4. Offer

### **Land Acknowledgement**

Welcome/Boozhoo /Tekwanonwera:tons  
to Kingston/Ka'taroh:kwi/Ken'tarókwen/Cataracoui

Kingston remains on the ancestral homelands of the Huron-Wendat, Anishinaabe, and Haudenosaunee Confederacy.

Tourism Kingston acknowledges the everlasting presence of these Nations and other First Nations, Métis, and Inuit who share this landscape today. We are grateful to reside in and remain visitors to this territory, while acknowledging our responsibility to honour the land, water and skies with gentle respect and purifying preservation.

## Diversity, Equity & Inclusion Statement

Tourism Kingston aims to provide a supportive, inclusive, and positive work environment for its valued team. This is achieved through a variety of benefits and supports that balance work life with quality of life. Tourism Kingston is Rainbow Registered, a national accreditation for LGBTQI+ friendly businesses and organizations. When you see a Rainbow Registered symbol, you know the business or organization meets a stringent set of standards to ensure LGBTQI+ customers feel safe, welcomed, and accepted.

### **How to apply**

Please submit your application to [andre@tourismkingston.com](mailto:andre@tourismkingston.com). Only successful applicants will be notified.