



Visitor Information Counsellor Job Posting

Tourism Smithers is hiring two summer student positions to help operate the Smithers Visitor Centre for summer 2026. These are temporary full-time positions (May-August).

Title: Visitor Information Counsellor (VIC)

Salary: \$20/hour + 4% vacation pay

Hours: 35 hours per week for approximately 16 weeks (May-August, start and end date to be determined). Weekend availability including Saturdays and Sundays is required. Weekly schedules will be determined by the Visitor Centre Manager.

Location: work will take place in-person at the Visitor Centre, or offsite at community locations as required. Remote work is not available.

Duties:

Reporting to the Visitor Centre Manager, the VIC will support excellent visitor services by completing the following tasks:

- Identify information needs in support of visitor requests, encouraging new and return visits.
- Provide friendly, accurate visitor information on Smithers and area attractions, events, and services. Act as an area ambassador, promoting local tourism services and attractions.
- Distribute brochures, maps and promotional materials to visitors at the VC, and at locations in the community as required.
- Provide basic retail support, including sales.
- Assist with maintaining a professional and tidy Visitor Centre space including maintain brochure racks and inventory, cleaning, stocking, etc.
- Assist with development of local information brochures and materials.
- Gather and record statistics for Destination BC.
- Represent the Visitor Centre and Tourism Smithers at community events, as required.
- Assist with other projects and events as required.
- Assist with social media and marketing campaigns as required.

Qualifications:



- Outgoing, well-spoken, and friendly personality. Must be comfortable and confident interacting with the public of all ages.
- Must be able to work independently with minimal supervision. A proactive attitude to resolve problems independently.
- Excellent communication skills, both oral and written.
- Creativity, imagination, and an entrepreneurial attitude towards tourism marketing and communications.
- Must be proficient with Microsoft Office products.
- Previous customer service experience, marketing experience, or tourism-related work considered a strong asset.
- Familiarity with social media platforms, Canva or other design programs, or photography considered strong assets.
- Written and/or oral communication in French or another language considered an asset.

Funder qualifications: per the Canada Summer Jobs requirements, applicants must:

- Be between 15 and 30 years of age at the beginning of the employment period.
- Be a Canadian citizen, permanent resident, or a person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act.
- Have a valid Social Insurance Number and be legally entitled to work in Canada.

Tourism Smithers is an equal opportunity employer, and all candidates meeting the eligibility criteria of the funding program will be considered for the position.

Application instructions:

Submit resume to gatrill@tourismsmithers.com by 11:59pm **April 15, 2026**.

Applicants should indicate in their resume or a covering letter that they meet the funder eligibility criteria.

Interviews (in-person or Zoom) will take place once funding for the position has been confirmed. We thank all applicants for their interest; only those selected for an interview will be contacted.

Please note that the final number of positions hired, and the duration of employment are conditional on final approval of the Canada Summer Jobs funding.