



Job title: Team Leader for the Valemount Interpretive Center

Team Leader –Tourism Valemount Society, is looking for an energetic individual passionate for tourism, and promoting Valemount and area! The successful applicant will lead the VIC team in giving visitors the best experience possible when visiting the center and activities in the community.

Full-Time – 40 hours per week

Compensation Starting at 25.00 to 27.30 per hour based on experience. Employee benefits package and sales incentives/commissions.

Job position description:

We are seeking a passionate and experienced team leader to supervise and support the team members during the day-to-day operations in the running and maintaining of the Valemount Visitor Interpretive Centre. The ideal candidate will have strong leadership skills, a passion for tourism, and hospitality. The team leader will be responsible for ensuring that the day-to-day operations are handled effectively and efficiently.

Location:

Valemount Visitor Interpretive Centre is located on 785 Cranberry Lake Rd next to the Valemount Village Office.

Key responsibilities:

Leadership: Manage VIC staff and coordinate with the Executive Director on daily operations.

Assist with volunteer coordination, program and event planning.

Assist with training, organizing familiarization tours, and in maintaining an inclusive, welcoming environment.

Assist with scheduling & budgeting working with the Executive Director to oversee monthly schedules and budgets, ensuring updates and reporting are aligned with organizational goals.

Assist with operational management: retail sales, office equipment, and operational reporting.

As a Visitor Information Counsellor, the Team Leader should have excellent interpersonal skills, telephone skills and organizational abilities at all times. The Team Leader must be able to work well under pressure and demonstrate initiative. They must be resourceful and have an excellent knowledge of the local area and tourism opportunities throughout British Columbia.

Experience & Skills:

Leadership, and management experience in a tourism-related environment.

Strong organizational, interpersonal, and communication skills.

Ability to multitask, prioritize, and work with minimal supervision.

Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), and Microsoft Teams.

Experience in data collection, report generation, and spreadsheet management.

Experience with graphic design for posters (Adobe Creative Suite, or Canva).

Strong problem-solving and decision-making skills, particularly in high-pressure situations.

Ability to maintain a positive, welcoming environment for both visitors and staff.

Valid class 5 driver's license

Willingness to work at various locations, and outside in varying weather conditions.

Work shift-work, and/or weekends, and/or statutory holidays and provincial/territorial holidays as scheduled.

Willingness to wear a uniform and/or prescribed protective equipment.

Tourism Valemount is committed to building a skilled and diverse team. We encourage diversity and welcome applicants from all backgrounds.

Contact/application information:

To be considered for this exciting and rewarding position, please submit your application by email to execdirector@visitvalemount.ca by January 8th, 2025. Only applicants suitable will be notified for an interview. Thank you for your interest and we look forward to hearing from you!