

## **Tourist Information Officer Job Description**

### **General Statement of Responsibility:**

Part of the activities of the Huntsville/Lake of Bays Chamber of Commerce includes the operation of a Tourism Information Office. This position requires the handling of all enquiries during the busy summer tourist season.

### **Specific Items of Responsibility:**

- Process all telephone, written, email and walk-in tourism information requests.
- Provide travel counseling services to visitors.
- Conduct daily/weekly vacancy reports with Huntsville/Lake of Bays Chamber of Commerce accommodation members.
- Develop and maintain weekly lists of things to do and see in Huntsville/Lake of Bays. *Example: Events, attractions, etc.*
- Keep office in neat condition at all times – it must be accessible, organized and clean. This includes maintaining an adequate supply of all member brochures, information guides, local information and booklets. It will be your responsibility to keep the office well stocked.
- Consistently update the tourist office to promote special events. Ensure bulletin boards are updated on a regular basis with upcoming events.
- Perform other duties as required from time to time as assigned by senior Chamber staff members.

### **Responsible to:**

The student employee's direct supervisor(s) are the Tourism and Membership Coordinator and Finance & Administration Coordinator, under the direction of the Executive Director.

### **Benefits to Student Employee:**

1. Considerable public relations work in dealing with all aspects of the Tourism Industry.
2. Development of "people skills" necessary for service sector jobs.
3. Development of good office management skills.
4. Development of computer skills and database management.