



Travel Manitoba is a Crown Corporation responsible for stimulating innovative, sustainable tourism growth in Manitoba's \$1.5 billion tourism industry. In partnership with the tourism industry, Travel Manitoba is responsible for tourism marketing, visitor information services, research and public information. We are looking for a highly motivated individual to join our team.

Casual Bilingual (English/French) Travel Counsellor – Visitor Information Centre (The Forks Location)

The Travel Counsellor is the first point of contact to Visitor Information Centre visitors and answers visitor enquiries relating to Manitoba and local attractions, events, etc. This position provides travel counselling and trip planning assistance to the general public by phone, on-line, and in-person and provides information on tourism products and services based on visitor needs. The incumbent assists in maintaining and updating Travel Manitoba's website content related to Partners' information.

The Travel Counsellor provides reception services to the corporate office, facilitates the sale of Travel Manitoba merchandise, assists/supports Travel Manitoba projects, and performs clerical/administrative functions.

Responsibilities:

- Provides travel counselling and trip planning assistance (face to face, by phone and on-line) to locals and visitors, with an aim to promote Manitoba as a must visit destination and increase frequency and duration of stay.
- Monitors visitor services-related email inboxes and responds to emails in a timely manner.
- Tracks visitor centre foot traffic and accurately inputs statistics and inquiries into related databases.
- Assists with distribution related tasks (e.g. preparing consumer orders for print materials and assists with assembling information kits for mail-out, etc.).
- Facilitates the sale of Travel Manitoba merchandise to the general public.
- Organizes, maintains and replenishes merchandise, promotional items/materials in the visitor centre and ensures neat and organized appearance of such items/materials.
- Assists with verifying and updating tourism Partners/Clients website listings, accounts/contacts.
- Assists in corporate office shipping, receiving, couriers and mailing functions.
- Answers the corporation's general phone line and redirects calls to the appropriate staff.
- Assists with clerical and administrative services as required.
- Participates in TMB projects as appropriate/required.
- Performs other related duties as assigned/required.

Requirements:

- Grade 12 or GED equivalency or related education and/or training/experience or an equivalent combination of education/training and experience
- Strong interpersonal and customer service skills
- Ability to work independently and unsupervised
- Time management and organization skills
- Administrative/clerical skills
- Excellent communication skills (verbal and written)
- MS Office experience is an asset
- Accuracy and attention to detail
- Ability to multi-task
- Must be available to work statutory holidays and weekends
- Must be fully vaccinated against COVID-19
- Must be bilingual (French/English)
- Current valid Manitoba driver's license

Closing date: Open until filled

Travel Manitoba is committed to protecting the health and providing a safe environment for all its employees. Therefore in accordance with current policy, Travel Manitoba requires that all of its staff be fully vaccinated against COVID-19 and provide proof as a condition of employment.

Travel Manitoba is committed to creating a diverse and inclusive workplace. Preference will be given to candidates who choose to self-identify as BIPOC or a member of underrepresented groups.

Travel Manitoba provides workplace accommodations for employees with temporary or permanent disabilities or medical needs.

Apply in writing to:

Travel Manitoba
21 Forks Market Road
Winnipeg, MB R3C 4T7
FX 1.204.927.7828
Email: hr@travelmanitoba.com

We thank all who apply and advise that only those selected for further consideration will be contacted.