



Travel Drumheller

Travel Ambassador

(full-time seasonal position)

About Travel Drumheller

Travel Drumheller is a non-profit destination marketing organization (DMO) responsible for creating and implementing out-of-market marketing campaigns showcasing the Drumheller Valley as a premier destination.

Vision: Drumheller is a sought-after tourism destination

Mission: To promote Drumheller as a premier year-round destination through quality marketing and stakeholder engagement.

Purpose

We are hiring 3 Travel Ambassadors for the 2020 visitor season.

The positions will run from May 4 through September 6, 2020. The posts will assist Travel Drumheller in promoting the many sites, services and attractions in the Drumheller Valley to thousands of travellers visiting the region.

The positions will be based at several rotating locations throughout the Valley. The successful applicants will have their own, reliable transportation and will be responsible for providing a wide range of information on the regions' various sites, services and attractions to visitors.

This contract is based on approximately 37.5 hours/week. The successful candidates will have reliable transportation and will be comfortable working independently in a range of changing, outdoor conditions. **The positions will involve working all weekends, holidays and some evenings.**

Responsibilities

Customer Service – Drumheller Valley Ambassador

- Travel to assigned locations throughout the Drumheller Valley
- Set-up and manage a mobile tourist information booth
- Educate visitors on the many attractions and services in the Drumheller Valley
- Enthusiastically and accurately respond to visitor questions
- Refer visitors to further sources of information (i.e. VIC)

403.823.2242 traveldrumheller.com



We are looking for someone with

A minimum of 1 year customer service experience
Excellent customer service and communication skills
A positive, proactive attitude to work
Some background knowledge on tourism in the Drumheller Valley
The ability to work fully independently in varying conditions
A genuine desire to learn new things and help people

Asset:

Some basic natural history/geology/paleontology knowledge
Experience in the tourism sector
Second language

Please apply with cover letter and resumé via email to

Sarah Newstead
Vice-Chair, Travel Drumheller
snewstead@atlascoalmine.ab.ca

Deadline: 4 p.m. – March 13, 2020