



Put your French language skills to good use and get to know our little piece of France off the coast of Newfoundland this summer! We're looking for enthusiastic and adventurous people to join our Saint-Pierre et Miquelon visitor information services team. Working out of our visitor information centre in Fortune, NL, you'll supervise a small team of travel counsellors and act as visitors' first point of contact for all things Saint-Pierre et Miquelon and Eastern Newfoundland. You'll get to work with our teams in Newfoundland and Saint-Pierre et Miquelon to learn all about this region and what it has to offer to visitors; you'll then apply that knowledge and passion to helping visitors make the most out of their trip. If you are passionate about travel and tourism and eager to share your enthusiasm with the world while helping us run a successful visitor information centre, we want to hear from you! This is a full-time seasonal position, running from May to October, 2022.

Job title

Saint-Pierre et Miquelon visitor information centre supervisor, full-time seasonal (35 hours per week from May to October)

Location

Fortune, NL

Main duties

- Supervise a small team of travel counsellors to ensure quality of service
- Create schedules and report on hours worked
- Resolve conflicts with clients and/or staff when they arise
- Report to the management team on a regular basis
- Provide travel information to visitors regarding destinations, transportation and accommodation options and travel costs, and recommend suitable tourism products and experiences in Saint-Pierre et Miquelon and Eastern Newfoundland
- Answer questions from visitors about Saint-Pierre et Miquelon and Eastern Newfoundland via phone, email, and in person

- Make transportation, accommodation, and tour reservations via phone or online booking
- Maintain knowledge about accommodations, tours, dining, points of interest, and transportation options in Saint-Pierre et Miquelon and Eastern Newfoundland
- Provide travel tips regarding visitor attractions, foreign currency, customs, languages and travel safety for visitors travelling to Saint-Pierre et Miquelon
- Communicate with tourism operators and visitor information staff in Newfoundland and Labrador and Saint-Pierre et Miquelon to provide accurate and up to date information to travellers
- Perform administrative tasks and maintain cleanliness and appearance of visitor information centre

Knowledge, skills, and abilities

- Excellent customer service skills in both English and French
- Excellent communication skills (written and verbal) in both English and French
- Ability to problem solve and find creative solutions
- Knowledge of Saint-Pierre et Miquelon and Eastern NL as a tourism destination is an asset; however, training will be provided, including familiarisation tours of the region
- Knowledge of basic computer skills such as email and word processing
- Self starter capable of working independently

Experience

- Experience working in a customer service setting
- Supervisory experience is considered an asset
- Experience working in French is considered an asset
- Experience working in tourism is considered an asset

Start date: May 1, 2022

End date: September 31, 2022

Application deadline: March 31, 2022

Compensation: \$20.00/hour

Housing may be provided for the right candidate.

To apply, please send a cover letter and resumé to info@legendarycoasts.com before 11:59 p.m. on March 31, 2022 with the subject line "Application: VIC Supervisor."