



## **Town of Sackville Tourism Department**

### **Student Summer Employment Tourism Department Positions**

Thank you for your interest in working for the Sackville Tourism Department for the 2008 summer season.

This package contains the information needed to apply for the following positions:

#### **Sackville Visitor Information Centre Supervisor**

Job term: April to September

#### **Sackville Visitor Information Centre Travel Counsellors**

Job terms: May to September

#### **Sackville Waterfowl Park Guides / Travel Counsellors**

Job terms: May to September

June to September

#### **Sackville Tourism Maintenance Position**

Job term: May to September

Please make sure you fill in all areas of the application form. You are encouraged to enclose a résumé. **Applications must be returned to Town Hall, 110 Main Street before the application deadline.**

**We thank all applicants for their interest; only those selected for an interview will be contacted.** Interviews are planned for April.

**APPLICATION DEADLINE  
Monday, March 31, 4:30 p.m., 2010**

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**Town of Sackville  
Tourism Department**

**Sackville Visitor Information Centre Supervisor**

**Job Description**

**Term:** Late April to September.  
Work days, evenings, weekends and holidays

**Salary:** \$11.25 per hour plus 4% vacation pay (37.5 hours per week)

**Location:** Sackville Visitor Information Centre, 34 Mallard Drive

**Position Scope:**

The VIC Supervisor will lead staff in providing high quality front-line service to visitors. The supervisor is accountable for summer staff supervision and the day-to-day operation of the Sackville Visitor Information Centre and Waterfowl Park tours.

**Typical Duties:**

- ✓ Daily supervision of the staff at the Visitor Information Centre and Waterfowl Park
  - ✓ Coaching, motivating and on-going training of the staff
  - ✓ Coordinate a regional familiarization tour for the staff
  - ✓ Assist with province-wide brochure distribution
  - ✓ Coordinate in-town brochure distribution
  - ✓ Create work schedules and complete payroll forms on a bi-weekly basis
  - ✓ Travel counseling in person, by telephone and e-mail
  - ✓ Coordinate visitor information packages in response to inquiries
  - ✓ Compile daily and monthly visitor stats
  - ✓ Maintain cleanliness of the center
  - ✓ Participate in off-site events and activities such as Waterfowl Park Tours, manning Downtown Information Kiosk, etc.
  - ✓ Oversee coordination of Concerts in the Park Series
  - ✓ Assist in the coordination of activities at Canada Day, New Brunswick Day events
  - ✓ Process of cash sales of promotional items sold at the center, e.g. pins, shirts, etc.
  - ✓ Maintain literature stock
  - ✓ Light labour including: flower plantings, installing signs, garbage pick-up
  - ✓ Other duties as requested by the Tourism Department
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## **Training Provided By The Town:**

- i. New Brunswick Department of Tourism & Parks formal staff training. This program provides customer service training and provincial knowledge training.
- ii. Sackville Tourism Training. Includes a familiarization tour of the Tantramar region, and in-house training on customer service and the operations of the Visitor Information Centre and Tourism Department.
- iii. Training in the Waterfowl Park on flora and fauna
- iv. French Language Training
- v. First Aid Training

## **Qualifications:**

### **“Musts”**

- ✓ Enthusiasm
- ✓ Friendliness
- ✓ Flexibility
- ✓ Professionalism
- ✓ Experience in a supervisory capacity
- ✓ Experience in problem solving
- ✓ Driver’s license
- ✓ Student: a full time student during the preceding academic year and who intends to return to school full time in the upcoming academic year

### **“Assets”**

- ✓ Strong knowledge of Sackville and area attractions and activities
- ✓ Strong knowledge of the Province of New Brunswick attractions and activities
- ✓ Tourism Training (e.g. Superhost course)
- ✓ Bilingual (English and French)
- ✓ First Aid Training
- ✓ Experience providing tours
- ✓ Experience in a retail operation

## **Application Process:**

1. Obtain application forms from the Town Hall, 110 Main Street or from [www.sackville.com](http://www.sackville.com)
2. Ensure that all areas on the form are completed
3. Return to Town Hall, 110 Main Street with attached documents, resume, reference letters, First Aid certificate, etc.) or e-mail to [r.cant@sackville.com](mailto:r.cant@sackville.com)

**Application Deadline: Monday, March 31, 4:30 p.m., 2010**

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**Town of Sackville  
Tourism Department**

**Sackville Visitor Information Centre  
Travel Counsellor**

**\*\*\*IMPORTANT\*\*\***

**Students applying for Travel Counsellor Positions must be registered with the  
YOUNG CANADA WORKS program.**

**Registration is done on-line at [www.youngcanadaworks.ca](http://www.youngcanadaworks.ca) .  
Simply complete the student candidate application process**

**Job Description**

**Term:** May to September  
Work days, evenings, weekends and holidays  
**Salary:** \$9.75 per hour plus 4% vacation pay (35 hours per week)  
**Location:** Sackville Visitor Information Centre, 34 Mallard Drive

**Position Scope:**

The Travel Counsellor, as a front-line staff member, is responsible for creating an excellent first impression for visitors to Sackville. The Counsellor will exhibit strong customer service skills providing visitors with quality, friendly, well-delivered information to meet their needs, using literature and other information available.

**Typical Duties:**

- ✓ Counselling visitors in person , by telephone and e-mail
  - ✓ Work well with a team of co-workers, sharing duties and responsibilities
  - ✓ Assist with province-wide brochure distribution
  - ✓ Assist with in-town brochure distribution
  - ✓ Assist the Department of Tourism with special projects when required.
  - ✓ Coordinate visitor information packages in response to inquiries
  - ✓ Assist with daily and monthly visitor stats
  - ✓ Maintain cleanliness of the center
  - ✓ Participate in off-site events and activities such as Waterfowl Park Tours, manning Sackville display booth, etc.
  - ✓ Process of cash sales of promotional items sold at the center, e.g. pins, shirts, etc.
  - ✓ Maintain literature stock
  - ✓ Assist in the coordination of activities at Canada Day, New Brunswick Day and Wetlands Adventure events
  - ✓ Light labour including: flower plantings, installing signs, garbage pick-up
  - ✓ Other duties as requested by the Tourism Department
  - ✓ Assist with coordination of Concerts in the Park Series
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### **Training Provided:**

- i. New Brunswick Department of Tourism & Parks formal staff training. This program provides customer service training and provincial knowledge training.
- ii. Sackville Tourism Training. Includes a familiarization tour of the Tantramar region, and in-house training on customer service and the operations of the Visitor Information Centre and Tourism Department.
- iii. French Language Training
- iv. First Aid Training

### **Qualifications:**

#### **“Musts”**

- ✓ Enthusiasm
- ✓ Friendliness
- ✓ Flexibility
- ✓ Student: a full time student during the preceding academic year and who intends to return to school full time in the upcoming academic year
- ✓ Bilingual (English and French)
- ✓ **MUST BE REGISTERED WITH YOUNG CANADA WORKS PROGRAM.** Registration is done on-line at [www.youngcanadaworks.ca](http://www.youngcanadaworks.ca) . Simply complete the student candidate application process

#### **“Assets”**

- ✓ Strong knowledge of Sackville and area attractions and activities
- ✓ Strong knowledge of the Province of New Brunswick attractions and activities
- ✓ Tourism Training (e.g. Superhost course)
- ✓ First Aid Training
- ✓ Experience providing tours
- ✓ Experience in a retail operation
- ✓ Experience in problem solving

### **Application Process:**

4. Obtain application forms from the Town Hall, 110 Main Street or from [www.sackville.com](http://www.sackville.com)
5. Ensure that all areas on the form are completed
6. Return to Town Hall, 110 Main Street with attached documents, resume, reference letters, First Aid certificate, etc.) or e-mail to [r.cant@sackville.com](mailto:r.cant@sackville.com)

**Application Deadline: Monday, March 31, 4:30 p.m., 2010**

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# Town of Sackville Tourism Department

## Sackville Waterfowl Park Guide / Travel Counsellor

### Job Description

**Term:** May to September  
or  
Late June to September  
Work days, nights, weekends and holidays

**Salary:** \$9.75 per hour plus 4% vacation pay (35 hours per week)

**Location:** Sackville Visitor Information Centre, 34 Mallard Drive

### Position Scope:

This position combines two functions with the primary role relating to the Waterfowl Park. The Waterfowl Park Guide provides scheduled and on-demand tours of the park to large and small groups, giving the visitors a satisfying, interesting and educational experience. The Guide is also responsible for signage and research programs.

The Travel Counsellor, as a front-line staff member, is responsible for creating an excellent first impression for visitors to Sackville. The Counsellor will exhibit strong customer service skills providing visitors with quality, friendly, well-delivered information to meet their needs, using literature and other information available.

### Typical Duties:

- ✓ Providing guided tours of the Waterfowl Park visiting schools, bus tours, and visitors
  - ✓ The tour consists of a 1.5 hour walk through the park describing flora and fauna, wetland eco-systems and natural and human heritage of the area.
  - ✓ Provide interpretation for visitors to the Wetlands Display at the Information Centre
  - ✓ Install and repair signage in the Park
  - ✓ Litter clean-up in the Park
  - ✓ Maintaining an accurate tour log
  - ✓ Processing Waterfowl Park tour revenues
  - ✓ Photography of tours
  - ✓ Develop and update a daily recent sightings list including updates to the Waterfowl Park section on [www.sackville.com](http://www.sackville.com). Possibly develop Park blog.
  - ✓ Work well with a team of co-workers, sharing duties and responsibilities
  - ✓ Assist the Department of Tourism with special projects when required.
  - ✓ Assist with daily and monthly visitor stats
  - ✓ Maintain cleanliness of the center
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- ✓ Participate in off-site events and activities such as puppet shows
- ✓ Process of cash sales of promotional items sold at the center, e.g. pins, shirts, etc.
- ✓ Assist in the coordination of activities at Canada Day and New Brunswick Day events
- ✓ Light labour including: flower plantings, installing signs, garbage pick-up
- ✓ Other duties as requested by the Tourism Department

### **Training Provided:**

- i. New Brunswick Department of Tourism & Parks formal staff training. This program provides customer service training and provincial knowledge training.
- ii. Sackville Tourism Training. Includes a familiarization tour of the Tantramar region, and in-house training on customer service and the operations of the Visitor Information Centre and Tourism Department.
- iii. French language training
- iv. Training in the Waterfowl Park on flora and fauna
- v. First Aid Training

### **Qualifications:**

#### **“Musts”**

- ✓ Enthusiasm
- ✓ Friendly and outgoing nature
- ✓ Flexibility
- ✓ Student: a full time student during the preceding academic year and who intends to return to school full time in the upcoming academic year
- ✓ Strong knowledge of local wetland flora and fauna

#### **“Assets”**

- ✓ Experience giving group tours
- ✓ Strong knowledge of Sackville heritage
- ✓ Strong knowledge of Sackville and area attractions and activities
- ✓ Strong knowledge of the Province of New Brunswick attractions and activities
- ✓ Tourism Training (e.g. Superhost course)
- ✓ Bilingual (English and French)
- ✓ First Aid Training

### **Application Process:**

7. Obtain application forms from the Town Hall, 110 Main Street or from [www.sackville.com](http://www.sackville.com)
8. Ensure that all areas on the form are completed
9. Return to Town Hall, 110 Main Street with attached documents, resume, reference letters, First Aid certificate, etc.) or e-mail to [r.cant@sackville.com](mailto:r.cant@sackville.com)

**Application Deadline: Monday, March 31, 4:30 p.m., 2010**

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# Town of Sackville Tourism Department

## Tourism Maintenance Job Description

**Term:** Late April to September.  
Work days, weekends and holidays

**Salary:** \$10.75 per hour plus 4% vacation pay (35 hours per week)

**Location:** Sackville Visitor Information Centre, 34 Mallard Drive

### Position Scope:

The Tourism Maintenance staff member will be responsible for maintaining a tidy Visitor Information Centre building, on the interior and exterior. The goal of this staff person's work is to impress on visitors that Sackville Tourism has a clean and well-presented visitor centre, as well as to ensure a comfortable and healthy working environment for staff.

### Typical Duties:

- ✓ Weekly mowing of the grass on the Visitor Information Centre property
- ✓ Occasionally assist with mowing at public parks
- ✓ Daily cleaning of the building interior including washing floors, vacuuming, dusting.
- ✓ Miscellaneous repairs (e.g. ceiling tiles, paint touch-ups)
- ✓ Weeding, mulching and fertilizing outdoor plantings
- ✓ Monthly safety inspections of the Visitor Centre
- ✓ Maintaining stock of cleaning supplies
- ✓ Provide assistance to Parks & Recreation staff where needed with labour/repair work conducted in the Waterfowl Park
- ✓ Assist with maintenance/labour on Community Development & Tourism projects where needed.

### Training Provided:

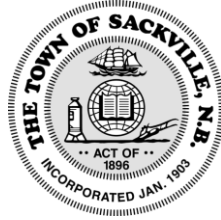
- i. Sackville Tourism Training. Includes a familiarization tour of the Tantramar region, and in-house training on customer service and the operations of the Visitor Information Centre and Tourism Department.
- ii. First Aid Training

### Application Process:

1. Obtain application forms from the Town Hall, 110 Main Street or from [www.sackville.com](http://www.sackville.com)
2. Ensure that all areas on the form are completed
3. Return to Town Hall, 110 Main Street with attached documents, resume, reference letters, First Aid certificate, etc.) or e-mail to [r.cant@sackville.com](mailto:r.cant@sackville.com)

**Application Deadline: Monday, March 31, 4:30 p.m., 2010**

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Complete this form  
and return to Town  
Hall, 110 Main Street  
or e-mail to  
[r.cant@sackville.com](mailto:r.cant@sackville.com)  
**bv. March 31. 4:30**

## APPLICATION FORM

### Student Summer Employment Tourism Department Positions

1. **Position(s) you are applying for.** Please rank your choices.

\_\_\_\_\_ Visitor Information Centre Supervisor  
\_\_\_\_\_ Visitor Information Centre Travel Counsellor May to September (Must  
be registered with Young Canada Works [www.youngcanadaworks.ca](http://www.youngcanadaworks.ca))  
\_\_\_\_\_ Sackville Waterfowl Park Guide May to September  
\_\_\_\_\_ Sackville Waterfowl Park Guide late June to September  
\_\_\_\_\_ Tourism Maintenance

2. **Dates available for employment.** Please be specific:

From (month/day) \_\_\_\_\_ to (month/day) \_\_\_\_\_

3. **Contact Information**

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address (as of April): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Summer Address: \_\_\_\_\_

\_\_\_\_\_

Daytime Phone: (\_\_\_\_\_) \_\_\_\_\_

Alternate Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

**4. Confirmation of Student Status**

Name of Institution currently attending: \_\_\_\_\_

Name of Institution attending next academic year: \_\_\_\_\_

**5. Education**

Please indicate the names of university / college / high school you have attended and what grade/courses you have completed.

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Please indicate any other education / training or provide details on the above-listed education that would be an asset to the position(s) you are applying for (e.g. wetland or waterfowl education, leadership training, tourism training, maintenance experience, etc.)

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**6. Employment History**

Please indicate your employment history beginning with your current or most recent position.

Name of Employer: \_\_\_\_\_  
Address of Employer: \_\_\_\_\_  
Position Held: \_\_\_\_\_  
Reasons for Leaving: \_\_\_\_\_  
Employed from (month, day, year)\_\_\_\_\_ to \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
Address of Employer: \_\_\_\_\_  
Position Held: \_\_\_\_\_  
Reasons for Leaving: \_\_\_\_\_  
Employed from (month, day, year)\_\_\_\_\_ to \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
Address of Employer: \_\_\_\_\_  
Position Held: \_\_\_\_\_  
Reasons for Leaving: \_\_\_\_\_  
Employed from (month, day, year)\_\_\_\_\_ to \_\_\_\_\_

**7. Languages you speak**

English   
French   
German   
Other \_\_\_\_\_

**Languages written**

English   
French   
German   
Other \_\_\_\_\_

8. **Describe any special skills** you could bring to this position:

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9. **Describe your volunteer or extra-curricular activities/experience**

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10. **For Waterfowl Park Guide Applicants Only: Describe your experience giving tours or making presentations to groups**

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**11. References**

References should not be relatives, should include a recent or current employment supervisor who would be able to comment on your work related capabilities

Reference 1

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Daytime phone number: \_\_\_\_\_

Relationship: (e.g. employer, teacher, etc) \_\_\_\_\_

Reference 2

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Daytime phone number: \_\_\_\_\_

Relationship: (e.g. employer, teacher, etc.) \_\_\_\_\_

**Supervisor Applicants must also complete the next page.**

**ONLY SUPERVISOR APPLICANTS MUST COMPLETE THIS PAGE**

A) Supervisory experience

Please provide details of your supervisory / leadership experience (number of staff, length of term(s), responsibilities, etc.)

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B) Planning / coordination experience

Please provide details on projects or events that you took the lead role in planning or coordinating. Describe what went well and what didn't go well.

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C) Supervisory Skills

Please provide details of your relevant other supervisory skills which are relevant to this position. Example staff scheduling, record keeping, responsibility for cash transactions, motivation, personnel conflict resolution, etc.

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D) Do you have a Class 5 or better driver's license: \_\_\_\_\_  
Do you have access to transportation for off-site activities \_\_\_\_\_