



POSITION TITLE: Tourism Ambassador Team Leader

PROGRAM: Tourism Ambassador Program

POSITION PURPOSE: To support and lead a team of volunteers in promoting tourism initiatives and compiling valuable survey information from local events and festivals.

REPORTING TO: Economic Development & Tourism Coordinator

TIME COMMITMENT: Approximately 12 hours per month. Volunteers must be available for both evening and weekend shifts.

JOB DURATION: Minimum 2 month commitment with some flexibility in scheduling

LOCATION: Various indoor and outdoor sites throughout the Town of Halton Hills

POSITION DUTIES/RESPONSIBILITIES:

- Participate in all relevant training sessions
- Comply with all policies, procedures and emergency protocols
- Arrive on time to all scheduled shifts
- Act in a professional manner at all times
- Record volunteer hours at the end of each shift
- Comply with dress code
- Provide inventory counts at end of shift
- Assist with the collection of tourism surveys at local festivals and events
- Assist with the distribution of marketing materials, flyers, promotional items, etc.
- Assist with set up and take down of display booth, when necessary
- Assist with clean-up of equipment/supplies, when necessary
- Assist with photography and collection of photo waivers at events

QUALIFICATIONS & SKILLS:

- Minimum 16 years of age by end of calendar year
- Complete mandatory training
- Valid driver's license in order to transport supplies, when necessary
- Excellent knowledge of the Town of Halton Hills
- Enthusiastic, outgoing and positive attitude
- Strong communication and listening skills
- Excellent interpersonal skills and able to work as part of team
- Must be able to do some light lifting of equipment when necessary
- Must be able to work outdoors and occasionally be exposed to inclement weather

BOUNDARIES/LIMITATIONS:

- Volunteers are not covered by the WSIB and are not eligible for compensation related to injuries incurred while volunteering.

VOLUNTEER BENEFITS:

- Hours apply to the mandatory 40 hours of community service in high school
- Work experience in the field of tourism, hospitality and customer service
- Reference Letter (based on performance)

ORIENTATION/TRAINING:

- Must complete mandatory training prior to start of position – approx. 2 hours

SUPERVISION & SUPPORT: The volunteer is directly responsible to the Economic Development & Tourism Coordinator, to whom they will report any issues. If issues emerge, the Economic Development & Tourism Coordinator will follow up with the volunteer and if necessary, provide retraining. If issues persist after retraining, the volunteer's participation in the program will be terminated.

VOLUNTEER EVALUATION: Volunteers will receive a performance evaluation at the end of the program session and/or upon departure. Volunteers will also be encouraged to complete a self-evaluation as well as an evaluation of the volunteer program in general.

RISK LEVEL: Medium to High risk level – Volunteer will be required to supervise a small team of volunteers with the support of the the Economic Development & Tourism Coordinator.

SCREENING:

- Application Form
- Interview
- Signed Agreement Form
- 2 Reference Checks
- Police Security Clearance (Vulnerable Sector Screening if 18 years of age or older)
- Orientation & training
- Ongoing supervision and feedback
- Final evaluation

Date Developed: April 4, 2019

Revision Date: April 4 2019