

## City of Fredericton Bilingual Visitor Information Counsellor

The City of Fredericton is a growing, busy, and lively city that cares about its residents. We'd love you to be part of our team! Our employees deliver services to those who live, work, and play here in Fredericton. It's now easier than ever to apply for a job at the City with our online application tool. Join the Fredericton Tourism & Events team as we continuously seek new ways to improve and inspire at the City of Fredericton.

### Bilingual Visitor Information Counsellor

#### What You'll Do:

Meet new friends, build your skill set and make a difference in your community!

Visitor Information Centre (VIC) Counsellors become part of a close-knit team that shares their learned knowledge with our visitors and residents. This high-energy person loves working with the public, has strong writing abilities and computer skills. They will assist with a variety of programming and events. Depending on the shift, they could be assisting visitors, overseeing Fredericton Al Fresco spaces, updating our digital calendar of events, and writing blogs or all the above and more. Shifts are daytime, evening and some later nights.

#### Top Responsibilities:

- Encouraging visitors to lengthen their stay by counselling them about activities, events, packages, accommodations, and dining options available in the Fredericton Capital Region.
- Keeping oneself up to date on current and upcoming events in the Fredericton Capital Region.
- Liaising with tourism industry members for updates.
- Key-holder: assuring security of Tourism assets and buildings.
- Actively monitoring and responding to inquiries through official social media feeds.
- Updating a digital calendar of events and writing or updating blogs.
- Assisting with the daily set-up, maintenance and dismantling of Fredericton Al Fresco locations.
- Delivering literature.
- All staff are deployed as part of Fredericton Tourism & Events' operations team – assisting and interacting with the public, walking, lifting, carrying, pushing, pulling, loading, and climbing on Thursday evenings at the Garrison Night Market and at other times, as assigned.
- Other duties, as required.

#### Your Qualifications:

Fredericton Tourism & Events is seeking University students to fill this position. Most positions are full-time, however there is a need for those only seeking part-time work. Please indicate on your application if you are interested in only working part-time. Those attending local schools will be given preference due to the length of employment, May-October.

- A positive attitude and eagerness to learn are essential.
- Fluency in both NB official languages **is required**, and preference will be given to any applicant who can also speak Chinese or Mandarin.
- A valid Class 5 driver's license **is required**.
- Customer service experience is an asset.

#### All About the Fit:

Doing this job well requires a dedicated, resourceful, flexible, and committed individual.

At Fredericton Tourism & Events we have a culture of innovation, and we look to our staff to provide great ideas on how to improve our work – we'll be looking for your input! Staff are tasked with assessing visitors' needs and providing them with information that will be helpful to make the most of their visit. It is expected that the suggestions will be impartial and well rounded.

Many tasks require attention to detail and the ability to concentrate in a busy environment. Much of your day is spent on your feet and requires an upbeat attitude. Lifting heavy boxes, moving tables and chairs, setting up tents and other infrastructure is a regular occurrence.

While the Visitor Information Centre is located inside a climate-controlled building, being outside at programming and events in varying degrees of weather can be a big component of the position, depending on the shift.

The Visitor Information Center is overseen by the Tourism Operations & Product Development Coordinator. VIC Counsellors report directly to the VIC Supervisor.

|   |  |
|---|--|
| <b>WORK STATUS:</b><br>Full-time May-August and Part-time September-October.<br><br>Part-time work also available May-October (please indicate if your desire is to only work part-time)    | <b>HOURS OF WORK:</b><br>Shift work. Daytime, evening and some later nights. |
| <b>SALARY:</b><br>Student Level 2: \$17/hour + bonus  | <b>WORK LOCATION:</b><br>Downtown Fredericton                                |
| <b>CLOSING DATE:</b> Applications will be received up to <b>Sunday, March 8, 2026</b> . While we thank all of those who apply, only applicants selected for an interview will be contacted. |  |

**Please note:** In certain circumstances, some of our interviews may be virtual. Be sure to preplan your technology, work background and wardrobe to wow us when we meet.

