

City of Fredericton Bilingual Visitor Information Center Team Lead

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 Centre & Operations Team Lead

What You'll Do:

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

Fredericton Tourism's Bilingual Visitor Information Centre (VIC) Team Lead, Bilingual VIC Counsellors and Bilingual Programming & Events Assistants become part of a close-knit team that share their learned knowledge with our visitors and residents. This high energy person loves working with people, public speaking and has strong computer skills. In addition to leading a team of summer staff, depending on the shift, they could be assisting visitors, overseeing Fredericton Al Fresco spaces, writing blogs, inputting calendar of events information or all the above. Shifts would be a variety of days and evenings (later Thursdays for Garrison Night Market and occasionally Fridays for the Under the Stars film series). The VIC is open 7 days a week.

Top Responsibilities:

- Motivating your team and supporting a harmonious work environment.
- Modelling excellent customer service practices.
- Scheduling staff under the direction of a supervisor.
- Keeping oneself up to date on current and upcoming events in the Fredericton Capital Region.
- Encouraging visitors to lengthen their stay by counselling them about activities, events, packages, accommodations, and dining options available in the Fredericton Capital Region.
- Liaising with tourism industry members for updates.
- Key-holder: assuring security of Tourism assets and City owned buildings.
- Equipment set-up and bilingual public speaking duties for outdoor events.
- 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 projects and tasks assigned.

Your Qualifications:

Fredericton Tourism & Events is seeking University or College students to fill this position. Those attending local schools will be given preference due to the length of employment; full-time in May until the first week of September and weekends from September to Thanksgiving Sunday.

- A positive attitude and eagerness to learn are essential.
- You must have a passion for excellent customer service.
- Experience with MS Office
- 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 driver's license is a strong asset.
- Current First Aid with CPR certification is an asset.
- Customer service, administrative and sales experience are assets.

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 for 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 out 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 could be spent on your feet and requires an up-beat attitude. Lifting heavy boxes, moving tables and chairs, setting up tents and other infrastructure is a regular occurrence.

While most of the work will have you located inside a climate-controlled office environment, being outside at programming and events in varying degrees of weather can be a big component of the position.

The Visitor Information Center and Operations are overseen by the Tourism Operations & Product Development Coordinator. The VIC Team Lead reports directly to the VIC Supervisor. Tasks assigned by other staff will flow through them.

WORK STATUS: Full-time May-August and Part-time September-October.	HOURS OF WORK: Daytime and evening shift work. Later nights on Thursdays & Fridays
SALARY: Student Level 3: \$18/hour + bonus	WORK LOCATION: Downtown Fredericton. 494 Queen Street.
CLOSING DATE: Applications will be received up to Sunday, March 8, 2026 . 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.

