



TOWN OF INUVIK
Northwest Territories

Job Description

Tourism
Front Desk Receptionist

IDENTIFICATION

Job Title:	Tourism Front Desk Receptionist
Supervisor's Position:	Director of Tourism & Economic Development
Job Status:	Term: Wednesday, May 15 th to Sunday, September 8th with possible extension
Location:	Welcome Centre

OVERVIEW

As a Tourism Front Desk Receptionist, you will be the first point of contact for visitors and guests at the Welcome Centre. You will provide exceptional customer service, handle inquiries, and perform administrative tasks to ensure the smooth operations of the front desk and support the overall tourist experience.

RESPONSIBILITIES

- Greet and welcome visitors and guests in a friendly, professional manner.
- Provide accurate information about tourist attractions, local landmarks, events, and amenities to assist visitors.
- Handle guest inquiries, complaints, and concerns promptly and effectively.
- Maintain the front desk area, ensuring it is clean, organized, and visually appealing.
- Manage phone calls, emails, and correspondence, promptly responding to inquiries or directing them to the appropriate department.
- Maintain an up-to-date knowledge of local tourism offerings
- Maintain a professional and courteous attitude towards customers and colleagues, creating a welcoming and positive environment.
- Assist in administrative tasks such as data entry, report generation, and inventory management.
- Handle cash transactions, including processing payments and issuing receipts accurately.
- Maintain confidentiality and handle sensitive information with the utmost professionalism.
- Display a proactive approach to problem-solving and continually seek ways to improve guest services.
- Perform other duties as required directly related to the major functions of the job.

KNOWLEDGE, SKILLS, AND ABILITIES

Experience: Prior experience in a customer service role, preferably in the hospitality or tourism industry, is preferred.

Excellent Communication Skills: Strong verbal and written communication skills to interact with guests and colleagues effectively.

Customer Service Orientation: Ability to provide exceptional customer service and handle customers' inquiries, complaints, and requests diplomatically.

Organizational Skills: Strong organizational and multitasking abilities to handle various administrative tasks, prioritize work, and meet deadlines.

Problem-Solving Skills: Proven ability to think quickly, make sound decisions, and resolve customer issues effectively.

Attention to Detail: Keen attention to detail to ensure accurate documentation and precise communication with customers.

Computer Skills: Proficiency in MS Office and other relevant software applications.

Professionalism: Maintain a professional demeanor, appearance, and attitude to represent the company positively.

Language Proficiency: Fluency in English is required. Knowledge of additional languages is a plus.

Flexibility: Willingness to work in shifts, including evenings, weekends, and holidays, as per business requirements.

WORKING CONDITIONS

Physical Demands

The Front Desk Receptionist will have to spend long hours sitting and using office equipment and computers, which can cause muscle and eye strain. The incumbent may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

The Front Desk Receptionist works in a controlled office environment with little exposure to disagreeable conditions, however, being located next to the main entrance, with frequent opening of the front doors, the incumbent is exposed to cold air and drafts. The Front Desk Receptionist may find the environment to be busy, noisy and will need excellent organizational, time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands can include reading and use of the computer which may cause eyestrain and occasional headaches. The municipal office may be noisy and busy making it difficult for the Front Desk Receptionist to concentrate.

Mental Demands

The Front Desk Receptionist may have to manage several requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

I certify that I have read and understand the responsibilities assigned to this position.

Employee's Printed Name

Employee's Signature

I certify that this job description is an accurate description of the responsibilities assigned to the position

Supervisor's Printed Name

Supervisor's Signature

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

SAO's Printed Name

SAO's Signature

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

