



Visitor Experience Associate

We are pleased to announce a new partnership with Loyalist College that provides and facilitates residence accommodation to anyone that needs it for the duration of the contract.

POSITION TYPE:

Type: Seasonal, Casual (up to 24 hours per week)

Number of Positions: 9

Salary: \$22/hour

Reporting to: Visitor Experience Supervisor and Head of Visitor Experience + Placemaking

Location: Picton, Ontario (onsite required, including weekend shifts during visitor season)

Start date: Monday, May 1, 2023

OVERVIEW:

This is a rare opportunity to join the founding team undertaking the revitalization of Base31, a new 70-acre cultural tourism destination under development as part of a larger 750-acre site in Picton, Ontario.

Visitor Experience Associates will play a vital role in welcoming and orienting visitors to Base31. They will sell Base31 goods and services including merchandise and tickets to festivals, concerts and workshops and will provide support to Experience Hosts. They will be able to seamlessly navigate between all these activities. Ideal candidates enjoy engaging with the public and have both customer service and retail experience.

RESPONSIBILITIES:

Note: This list of responsibilities is not comprehensive, and the employee may be asked to perform tasks not listed here from time to time. These additional tasks are considered part of the employee's responsibilities and the employee cannot decline these tasks without valid reasoning acceptable to the organization.

- Welcoming and providing comprehensive information on Base31 events and activities to visitors in a friendly and helpful manner.
- Selling and conducting sales transactions for merchandise and events including festivals, concerts, workshops, tours and bike rentals.
- Supporting the day-to-day function of the Visitor Centre including ensuring that retail displays and storage are organized and well-stocked.
- Acting as a liaison between Base31 and Experience Hosts, ensuring that they have everything they need to run a successful event.
- Preparing daily cash-out reports.
- Assisting the Visitor Experience Supervisor and/or Head of Visitor Experience + Placemaking in any other matters that arise.
- Other duties may be assigned as is required.

QUALIFICATIONS:

- 2 years of experience in retail and/or hospitality industry.
- Excellent interpersonal and communication skills.
- A highly driven, detail-oriented approach to work.
- Ability to work flexible hours including weekends and evenings.
- Ability to stand and/or walk for extended periods of time.
- Ability to lift items up to 25lbs and work in various weather conditions.

HOW TO APPLY:

Email your resume and cover letter to jointheteam@base31.ca in PDF format with the subject "Applying for Visitor Experience Associate" Please do not call. Only successful candidates will be contacted as applications are received.

Base31 strives to be an equitable and inclusive workplace. We value an open and diverse community that fosters the inclusion of many different voices. We encourage applications from members of communities that have been marginalized based on sex, sexual orientation, gender identity or expression, racialization, disability, political belief,

religion, marital or family status, age, or status as an Indigenous person. Please advise us if you need accessibility accommodations to participate in this process.