

WE'RE HIRING

WELCOME TO
Penticton

POSITION: VISITOR SERVICES COUNSELLOR

REPORTS TO: VISITOR SERVICES COORDINATOR, VISIT PENTICTON

Overview

Every great vacation starts with a warm welcome and the right local advice.

Visit Penticton is looking for an enthusiastic, customer-focused Visitor Services Counsellor to be the friendly face of our community. If you love meeting new people, sharing insider tips, and helping visitors create unforgettable experiences, this could be the perfect summer opportunity for you.

Reporting directly to the Visitor Services Coordinator, you'll play a key role in connecting guests with the very best of Penticton and the South Okanagan—encouraging them to explore more, stay longer, and return again.

Why Join Us

- Be in the know and become part of Penticton's vibrant tourism scene with our in-depth training, familiarization tours & experiences.
- Meet visitors from near and far and help them make the most of their South Okanagan adventure.
- Work with a friendly, welcoming team in a dynamic tourism environment.

What You'll Do

Be the face of Penticton: Greet visitors with energy and share your insider tips on local attractions, events, dining, and hidden gems.

Plan unforgettable experiences: Assist guests with accommodations, tours, and general questions to ensure a seamless visitor experience.

Guide with confidence: Provide clear directions and knowledgeable advice of local and regional routes.

Keep info fresh: Research and update Visitor Centre resources to keep our information current and accurate.

Show off our space: Maintain well-stocked, organized brochure racks and eye-catching retail displays.

Handle transactions like a pro: Process sales using Square POS and complete daily cash-outs with accuracy.

Track the impact: Collect visitor statistics and assist with reporting to support tourism insights and planning

Create a welcoming environment: Keep the Visitor Centre & Gift Shop clean, tidy, and inviting inside and out.

Take the show on the road: Set up and run our Mobile Visitor Centre at local events, connecting with the community.

Learn and grow: Gain hands-on tourism industry experience working alongside the Visit Penticton team.

Pitch in wherever needed: Support other administrative and customer service tasks to keep the centre running smoothly.

To apply, please submit your resume and cover letter to Chelsea Dumayne: visitorservices@visitpenticton.com

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What You Bring

We can teach the duties of this position but we can't teach you to care so please bring a friendly personality, a smile and a passion to make out guests visit to Penticton special.

Customer-first mindset: Experience in hospitality, retail, or customer service with a passion for creating welcoming experiences.

Local knowledge and pride: Familiarity with Penticton and the South Okanagan's attractions, businesses, and experiences.

Strong communication skills: Confident interacting with visitors from diverse backgrounds in a friendly and professional manner.

Organized and adaptable: Ability to multitask, problem-solve, and stay positive in a fast-paced, seasonal environment.

Dependability and Commitment: Punctual, reliable, and dedicated to delivering top-notch visitor experiences.

Event-readiness: Valid BC Driver's License, transportation for events, and ability to lift merchandise or work outdoors.

Qualifications

- Currently enrolled in, or experience within, hospitality, tourism, retail, or customer service
- Valid BC Driver's License
- Must be legally entitled to work in Canada
- Availability for full-time seasonal shifts, including weekends and holidays

Position Details

Start Date: May 5, 2026

Schedule: Full-time, seasonal position with rotating shifts on weekends and holidays throughout the Summer. Schedules may vary based on staffing, local events, and seasonal needs.

Hourly: \$20.00

Equal Opportunity Employer: Visit Penticton celebrates diversity and is committed to creating an inclusive environment for all team members.

Application Deadline: March 20, 2026

If you're excited about showcasing Penticton, connecting with visitors from around the world, and gaining hands-on experience in the tourism industry, we'd love to hear from you.

To apply, please submit your resume and cover letter to Chelsea Dumayne: visitorservices@visitpenticton.com