



Haliburton Welcome Centre – Casual year round staff



Position Synopsis and Purpose

(A position overview and how it connects to the big picture)

As a team member of the Haliburton Welcome Centre you will provide a positive, welcoming environment for people entering the centre. Your local knowledge will help you answer questions and provide people visiting the area with information and directions. You will make suggestions on what to do and see, where to stay and eat, and the best ways to travel around the area.

The position is a year round casual position with a peak period from Victoria Day to Thanksgiving.

Major Responsibilities

(What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
<ul style="list-style-type: none">• Providing information and directions to visitors whether in person, by phone or email.	50%
<ul style="list-style-type: none">• Update social media posts, promote the area on social media platforms, take pictures when able.	15%
<ul style="list-style-type: none">• Keeping displays current and well stocked.	10%
<ul style="list-style-type: none">• Washroom checks, to make sure the facilities are in good working order. Light housekeeping may be required (i.e. restocking toilet paper or soap dispensers, giving the sink a quick wipe down).	10%
<ul style="list-style-type: none">• Sanitizing surfaces to meet COVID-19 regulations	10%
Other <ul style="list-style-type: none">• Other duties as assigned.	5%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Decision Making and Independence (Description of types of decision making and independence)

1. **Examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them.**
 1. Visitors will approach you looking for last minute accommodation suggestions. At the beginning of each season, you should find out which accommodators accept last minute and one night bookings. Keep this list handy and be able to make some suggestions or share the list with the visitor.
 2. One of the toilets in the washroom is plugged or overflowing. Lock the washroom and call parks staff to deal with the problem.

2. **Examples of situations or problems that are referred to the supervisor for direction or resolution.**
 1. Community concerns regarding parks, events and facilities.
 2. Conflict with fellow Welcome Centre Staff.



Required Training (Description of training required in order to perform the major responsibilities)

1. Valid First Aid and CPR
2. WHIMIS is an asset

On-site training will include:

- WHIMIS if candidate does not have a valid certificate
- Workplace violence and harassment
- Accessible customer service policies
- Welcome Centre policies and procedures
- Other training as required



Minimum Qualifications (Absolutely cannot do without)

Education (degree/diploma/certifications)

- Completion of Grade 12 high school education or higher.

Experience

- Working collaboratively with people.

Knowledge/Skill/Ability

- Comfortable navigating the web. Ability to upload content to social media platforms (i.e. Facebook and Instagram).
- Proficiency in Microsoft Office – Word, Excel
- Some knowledge of the local area.

The successful candidate will be required to provide a current Vulnerable Sector Screening check.



Preferred Qualifications (The Ideal Candidate)

Education (degree/diploma/certifications)

- The ideal candidate will have completed their high school diploma.

Experience

- Previous experience working at an information centre or dealing with customer inquiries on a regular basis is an asset.
- Experience answering phones and responding to email inquiries will be beneficial to this role.
- Experience working with people of a variety of backgrounds and ages is helpful in preparation for this role.

Knowledge/Skill/Ability

- Ability to provide clear information over the phone.
- The ideal candidate will have extensive knowledge of Dysart et al and surrounding area with regards to activities, accommodators, restaurants, tour operators, etc.



Work Setting (Description of the work environment and nature of people interactions)

Contacts

Frequency Legend
Constant – every day for most of the day
Frequent – daily
Regular – weekly

Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Manager of Events and Programs	Regular	Touching base, receiving clarification if needed
Tourism and Recreation Assistant	Frequent	Work with the Events and Tourism Assistant to provide information to customers.
Other Welcome Centre Staff	Regular	You will often work alongside other Welcome Centre Staff members.
Parks Staff	Regular	Let parks staff know if any washrooms require immediate attention.

Work Conditions/Physical/Mental Effort

Please check off all that apply

Frequency Legend
Constant – every day for most of the day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

1. Hours of Work

Normal (10:00 a.m. – 4:00 or 5:00 p.m.) – 30 -35 hours per week	<input checked="" type="checkbox"/>
Evenings/Weekends (regular weekends)	<input checked="" type="checkbox"/>
On-Call	<input type="checkbox"/>
Over-time (How often? Expand below)	<input type="checkbox"/>

Examples:

Weekend work will be required due to the nature of the position. The Haliburton Welcome Centre will be open seven days a week during peak times. Some evening work may be required when there are special events in the park. The Welcome Centre will remain open for these events.

2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	95%
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5%
					=100%

Attend internal/external meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5%
Time spend travelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0%
Frequency of interruptions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	90%
Interaction with irate/aggressive clients/customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5%

Examples:

You will be working indoors at the Welcome Centre and will have to perform routine checks of the washrooms that are located on the exterior of the building.

3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirt, Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disagreeable weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Physical Requirements

	Constant	Frequent	Regular	Occasional
<ul style="list-style-type: none"> • Standing • Sitting • Walking • Climbing 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to lift objects (max. 10 lbs.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing and/or pulling objects to complete tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PPE worn on a regular basis (list type):				
<ul style="list-style-type: none"> • Face mask • Latex gloves 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Examples:

You will be standing or sitting most of the day. Occasionally you will be required to lift boxes of brochures to place into storage or to restock the shelves.

5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual effort required on a concentrated basis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to listen attentively	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

Being an attentive listener is critical for this role. Visitors will come in or phone in with questions regarding our area and being able to listen to their needs requests is important.



Position Classification

(Where this position fits)

Position Title: Welcome Centre Casual Staff	Division: Tourism
Department: Parks and Recreation	Classification:
Work Location: Haliburton Welcome Centre	Reports to (Direct): Manager of Events and Recreation
Position(s) Supervised Directly: 0	Position(s) Supervised Indirectly: 0
Effective Date: May 21, 2021	Revision Date:
Salary Range: \$14.25/hour	Hours per Week: varies depending on time of year.